21 世纪全国高职高专旅游系列规划教材

旅 游 英 语

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内 容 简 介

本书本着导游岗位工作能力的培养，围绕实际教学需要，介绍了地接导游和海外领队在带团过程中应掌握的语言知识和沟通、讲解需要的能力。全书共分为四个部分、11 个主题单元。第一部分从导游工作任务入手，设计了食、住、行、游、购、娱六大导游工作要素教学内容，强化导游服务技能。第二部分以情境对话的形式介绍了海外领队的主要工作内容，旨在提高海外领队人员的综合素质。第三部分主要是从音标开始学习，掌握正确的发音规则，为听说打基础，是训练听力和提高口语水平的关键内容。第四部分为课文译文，旨在提高学习的理解能力，增强学习信心。

本书的突出特点在于实用性强，知识结构紧凑，突出能力训练，符合高职院校人才培养目标。本书可供高职高专旅游管理专业的教学使用，也可供旅游英语爱好者研习或自学。

图书在版编目(CIP)数据

旅游英语/张玉菲，谷丽丽主编．—北京：北京大学出版社，2014.8

(21 世纪全国高职高专旅游系列规划教材)

ISBN 978-7-301-24629-0

Ⅰ.①旅…　Ⅱ.①张…②谷…　Ⅲ.①旅游—英语—高等职业教育—教材　Ⅳ.①H31

中国版本图书馆 CIP 数据核字(2014)第 185376 号

书　　　名：旅游英语
著作责任者：张玉菲　谷丽丽　主编
策 划 编 辑：刘国明
责 任 编 辑：刘国明
标 准 书 号：ISBN 978-7-301-24629-0/F・4015
出 版 发 行：北京大学出版社
地　　　址：北京市海淀区成府路 205 号　100871
网　　　址：http://www.pup.cn　新浪官方微博:@北京大学出版社
电 子 信 箱：pup_6@163.com
电　　　话：邮购部 62752015　发行部 62750672　编辑部 62750667　出版部 62754962
印　刷　者：
经　销　者：新华书店
787 毫米×1092 毫米　16 开本　15 印张　348 千字
2014 年 8 月第 1 版　2014 年 8 月第 1 次印刷
定　　　价：30.00 元

前　　言

随着我国经济的不断发展，中国悠久的历史和古老的文化吸引越来越多的外国游客到中国旅游。入境旅游市场异常火爆，随之而来的就是对高级旅游管理与服务方面人才的大量需求。为此，作者根据社会的需求，结合教学的要求，和旅游英语教学的同仁们一起精心编写了本教材。本教材根据高等职业旅游教育的办学宗旨，本着实用的原则，围绕实际教学需要，设计了四个部分。

第一部分（1—7 单元）从导游岗位工作任务分析入手，明确英语导游工作过程中需要的英语听说内容，通过整合与取舍，形成以食、住、行、游、购、娱六大导游工作要素为主线的教学内容。其中“食”介绍中国饮食文化，包括八大菜系和中国的饮食习惯及特色，目的是让学生通过学习能够系统地向外国游客介绍中国菜肴；“住”介绍酒店类型及游客对酒店投诉的一些应对策略，学生通过这部分内容的学习可以让游客住得更贴心；“行”选取了为游客订票的环节，介绍中国出行的交通特色，可以使学生更好地为外国游客的中国游服务；“游”选取的教学内容是以导游服务流程为主线，其中包括欢迎词、欢送词及中国特色的景点讲解，让学生通过对旅游景点的讲解，触类旁通，达到流利讲解的水平；“购”介绍中国特色艺术品，让学生学会通过对客服务，让游客买到称心的中国特色旅游纪念品；“娱”选取的教学内容为中国的京剧、二人转等中国特色的娱乐项目，使学生通过学习可以更好地为外国游客推荐中国特色娱乐产品，让他们了解中国。

第二部分（8—11 单元）主要是为了提高海外领队人员的知识结构和业务素质，以情景对话的形式介绍出境旅游领队的工作流程及业务规范，进一步提高海外领队人员的综合素质。

第三部分（附录）主要是针对英语基础较低的同学而设计的，内容为音标、单词重音和句子重音，可以作为教学辅助资料或补充内容。

第四部分（译文）主要是对课文、对话及中国传统节日介绍的翻译，旨在提高学生对课文的理解能力，减轻学习压力，增强学习信心。

在教材的编写过程中，编者力求坚持理论知识和旅游产业实务相结合，强调学以致用，着重培养学生在旅游行业中的英语实用能力。本书旨在注重旅游专业知识的延伸性，体现了教学内容的实用性、时效性和可操作性。

由于编者水平有限，书中难免有疏漏之处，敬请广大读者批评指正。

编　者

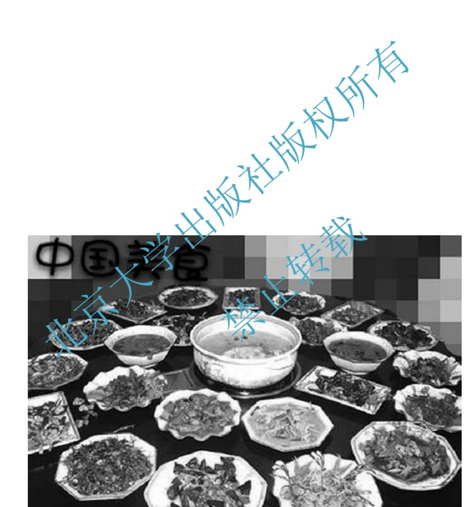
2014 年 7 月

目　　录



Unit One

Cuisine





Part Ⅰ Passage Learning



Words and Expressions

cuisine [ː] *n.* 烹饪、风味
hence [ ] *adv.* 因此；今后
a variety of 种种；各种各样的
fantastic [æ æ] *adj.* 极好的；不可思议的
mouthwatering [θ ɔː ə ŋ] *adj.* 令人垂涎的；美味的
flavor [ə] *n.* 滋味；风味
greasy [ː] *adj.* 油腻的；含脂肪多的
originate [ə ʒ] *vt.* 发源，起源
spicy [ ] *adj.* 辛辣的；香的
chili [ʃ] *n.* 红辣椒，辣椒
pepper [ə] *n.* 辣椒；胡椒
prickly ash [植] 美洲花椒
accompany [ə ʌ ə] *vt.* 陪伴，伴随
Cantonese [æ ə ː] *n.* 广东人 *adj.* 广州的
majority [ə ʒɔ] *n.* 多数
acceptable [ə ə] *adj.* 可接受的；合意的
originative [ə ʒ] *adj.* 有创作力的；有发明才能的
be distinguished for 因……而著称，以……超群出众
magic [æ ʒ] *adj.* 不可思议的；有魔力的
savory [ə] *adj.* 可口的；味美的
aquatic [ə æ] *n.* 水生植物或动物
carve [ɑː] *vt.* 雕刻；切开；开创
delicate [ ] *adj.* 精美的；清淡可口的
stew [ː, ː] *vt.* 炖，炖汤；焖
braise [ ] *vt.* 炖；蒸
roast [ə] *vt.* 烤，焙；烘，烘烤
simmer [ə] *vt.* 炖
reputation [ʃə] *n.* 声望；名誉
mellow [ə] *adj.* 成熟的；柔和的；芳醇的
fragrance [ə] *n.* 香味，芬芳



Chinese Cuisine



China covers a large territory and has many nationalities, ***hence a variety of*** Chinese food with different but ***fantastic*** and ***mouthwatering flavor***[1]. Since China's local dishes have their own typical characteristics, generally, Chinese food can be roughly divided into eight regional cuisines after Tang and Song Dynasties, they are Shandong, Sichuan, Guangdong, Fujian, Jiangsu, Zhejiang, Hunan and Anhui. Certainly, there are many other local cuisines that are famous, such as Beijing Cuisine and Shanghai Cuisine.

Shandong Cuisine



Shandong Cuisine is commonly and simply known as Lu Cuisine. It consists of Jinan Cuisine and Jiaodong Cuisine. With a long history, Shandong Cuisine once formed an important part of the imperial cuisine and was widely promoted in North China. However, it isn't so popular in South China.

Shandong Cuisine, clear, pure and not ***greasy***, is featured by a variety of cooking techniques and seafood.

Famous Shandong Cuisine

Dezhou braised chicken 德州扒鸡
fried carp with sweet and sour sauce 糖醋鲤鱼
baked bean curd 锅塌豆腐
braised sea cucumber with scallion 葱烧海参

Sichuan Cuisine



Sichuan Cuisineis a style of Chinese Cuisine ***originating*** in Sichuan Province of Southwestern China. It is one of the most famous Chinese Cuisines in the world. Characterized by its ***spicy*** flavor, Sichuan Cuisine emphasizes on the use of ***chili***[2]. ***Pepper*** and ***prickly ash*** also never fail to ***accompany***, producing typical exciting tastes.



Famous Sichuan Cuisine

mapo bean curd 麻婆豆腐
spicy diced chicken with peanuts 宫保鸡丁
pork shreds with fishy flavor 鱼香肉丝
translucent beef slices 灯影牛肉

Guangdong Cuisine



Cantonese food originates from Guangdong, the southern province in China. The ***majority*** of overseas Chinese people are from Guangdong so Cantonese Cuisine is perhaps the most widely ***acceptable*** Chinese regional cuisine outside of China. Tasting clear, light, crisp and fresh, Guangdong Cuisine, familiar to westerners.

Famous Guangdong Cuisine

crispy sucking pig 脆皮乳猪
oyster sauce beef 蚝油牛肉
sweet and sour pork 咕噜肉
crispy deep-fried chicken 脆皮炸鸡
boiled prawns 白灼虾

Fujian Cuisine

Consisting of Fuzhou Cuisine, Quanzhou Cuisine and Xiamen Cuisine, Fujian Cuisine ***is distinguished for*** its choice seafood, beautiful color and ***magic*** taste of sweet, sour, salty and ***savory***[4]. The most distinct features are their "pickled taste".



Famous Fujian Cuisine

boiled shrimps with shell in salt water 盐水虾
sea food and poultry 佛跳墙
fried oyster 炸蛎黄
pork with litchi 荔枝肉



Jiangsu Cuisine



Jiangsu Cuisine, also called Huaiyang Cuisine, is popular in the lower reach of the Yangtze River. ***Aquatics*** as the main ingredients, it stresses the freshness of materials. Its ***carving*** techniques are ***delicate***, of which the melon carving technique is especially well known[5]. Cooking techniques consist of ***stewing***, ***braising***, ***roasting***, ***simmering***, etc. The flavor of Huaiyang Cuisine is light, fresh and sweet and with delicate elegance.

Famous Jiangsu Cuisine

boiled salted duck 盐水鸭
large meatball 狮子头
pressed salted duck 板鸭
pot-stewed chicken 卤鸡

Zhejiang Cuisine



Zhejiang Cuisine originates from the native cooking styles of Zhejiang region. Consisting of local cuisines of Hangzhou, Ningbo and Shaoxing, Zhejiang Cuisine, not greasy, wins its ***reputation*** for freshness, tenderness, softness, smoothness of its dishes with ***mellow fragrance***. Hangzhou Cuisine is the most famous one among the three.

Famous Zhejiang Cuisine

Dongpo pork 东坡肘子
West Lake vinegar fish 西湖醋鱼
shelled shrimps with Dragon Well tea leaves 龙井虾仁
beggar's chicken (a whole chicken roasted in a caked mud) 叫花鸡

Hunan Cuisine



Hunan Cuisine consists of local cuisines of Xiangjiang Region, Dongting Lake and Xiangxi. It characterizes itself by thick and pungent flavor. Chili, pepper and shallot are usually necessaries in this division. Common cooking techniques include stewing, frying, pot-roasting, braising and smoking.

Famous Hunan Cuisine

Dong'an chick 东安子鸡
Mao's braised pork with soy sauce 毛氏红烧肉
steamed multiple preserved hams 腊味合蒸
sugar candy lotus 冰糖湘莲

Anhui Cuisine

Anhui Cuisine chefs focus much more attention on the temperature in cooking and are good at braising and stewing. Often hams and sugar candy will be added to improve taste.

Famous Anhui Cuisine

Huangshan stewed pigeon 黄山醉鸽
braised masked civet 红烧果子狸
stewed soft-shelled turtle with hams 火腿炖甲鱼
steamed pork with rice flavor in lotus leaves 荷叶粉蒸肉

Notes

1. China covers a large territory and has many nationalities, hence a variety of Chinese food with different but fantastic and mouthwatering flavor. 中国地域辽阔，民族众多，因此各种中国饮食口味不同，却都味美，令人垂涎。
2. Characterized by its spicy flavor, Sichuan Cuisine emphasizes on the use of chili. 四川菜以其香辣为特色，着重使用红辣椒。
3. Tasting clear, light, crisp and fresh, Guangdong Cuisine, familiar to westerners. 西方人都知道广东菜味道清、淡、脆、鲜。
4. Consisting of Fuzhou Cuisine, Quanzhou Cuisine and Xiamen Cuisine, Fujian Cuisine is distinguished for its choice seafood, beautiful color and magic taste of sweet, sour, salty and savory. 福建菜由福州菜、泉州菜和厦门菜组成，以其精选的海鲜，漂亮的色泽，甜、酸、咸和香的神奇味道而出名。
5. Aquatics as the main ingredients, it stresses the freshness of materials. Its carving techniques are delicate, of which the melon carving technique is especially well known. 江苏菜以水产作为主要原料，注重原料的鲜味。其雕刻技术十分精湛，其中瓜雕尤为著名。



Part Ⅱ Situational Dialogue



Words and Expressions

culinary [ʌ (ə)] *adj.* 厨房的；烹调用的

cereal [ə ə] *n.* 谷类，谷物；谷类食品

poultry [ə] *n.* 家禽

livestock [ɔ] *n.* 牲畜；家畜

method [θə] *n.* 方法；条理

pickle [ ] *vt.* 泡；腌制

specialize in 专攻，专门从事于（某一科目），专门研究

recommend [ə] *vt.* 建议，推荐，劝告

pork shreds with fishy flavor 鱼香肉丝

specialty [ʃə] *n.* 专门，特别，特性，特产

Stir-Fried Tomato with Scrambled Eggs 苜蓿柿子

alcohol [æ ə ɔ] *n.* 酒精，乙醇

Coke [ə] *n.* 焦炭<口>可口可乐（=Coca-Cola）

Dialogue 1

The local guide is talking about Chinese cuisines on the way to the restaurant with a tourist.

(A: Local Guide B: Tourist)

A: As you all know, Chinese cooking has a long history and is well-known throughout the world for its rich flavor and delightful colorings. There are three countries regarded as "***culinary*** kingdoms", one of them is China[1].

B: Yes, I know, the other two are France and Turkey, am I right?

A: Yes. You are so knowledgeable.

B: Thank you.

A: Every Chinese local dishes, special cuisine, and local snack has its own characteristics. Chinese cooking has strong local flavors and tastes.

B: I believe so.

A: People in China believe that ***cereals***, fruits, ***poultry***, ***livestock*** and vegetables are the main elements of life[2].

B: I guess this reflects the features of food structure in Chinese history.

A: That's true. Chinese cooking lies in the variety and proper use of seasonings. It's said



that harmonious proportion of the five tastes produces the best flavor[3].

B: What are they?

A: Sour, sweet, bitter, hot and salty. Also, Chinese cooking is particular about cutting. Different shapes for different dishes.

B: I hear there are several other cooking ***methods*** except for stir-frying. What are they?

A: The popular ways of cooking include roasting, stewing, steaming, boiling, ***pickling***, smoking, mixing and braising.

B: My mouth is watering.

A: Ha, wait aminute; you are going to taste some Sichuan dishes soon.

Dialogue 2

The local guide, Lily, is guiding a group of five people in Beijing. It's six o'clock now and they come to a Chinese restaurant to have dinner.

(A: Waiter B: Lily C: Tourist)

A: Good evening. Welcome to our restaurant. How many people are you?

B: Six.

A: This way please. We have a table available for six.

B: Thank you.



A: Here's the table. Please be seated. This is the menu. Would you like to order now?

C: What does your restaurant ***specialize in***?

A: We are specializing in Chinese Cuisine, such as Sichuan Cuisine, Shandong Cuisine, Cantonese Cuisine, etc.

C: I've heard of Sichuan Cuisine for long. It's said that Sichuan food is hot and spicy.

A: I ***recommend*** that you order the ***Fish-Flavor Shredded Pork***. It is not cooked with fish, but it tastes like fish.

C: Interesting. I'll take that. What's your ***specialty*** today?

A: Today our specialty is set meal[4]. It includes Sweet and Sour Fish, ***Stir-Fried Tomato with Scrambled Eggs***, and Chicken Soup.

C: Sounds good, I'll take the set meal.

A: How about the rest of you?

B: They'll also take set meals.

A: What about drinks? We have ***alcohols*** and soft drinks.



B: We'll have six ***Cokes***.

A: Let me confirm what you've ordered: six set meals, a Fish-Flavor Shredded Pork, and six Cokes. Is that all?

B: Yes. That's enough.

A: Your food will be ready in ten minutes.

Notes

1. There are three countries regarded as "culinary kingdoms", one of them is China. 有三个国家被称为“烹饪王国”，中国就是其中之一。
2. People in China believe that cereals, fruits, poultry, livestock and vegetables are the main elements of life. 在中国，人们认为谷物、水果、家禽、牲畜和蔬菜是生活中的主要元素。
3. It's said that harmonious proportion of the five tastes produces the best flavor. 据说5种味道的合理搭配能够创造出最佳的滋味。
4. Today our specialty is set meal. 我们今天推出的特色菜是套餐。

Part Ⅲ Traditional Holiday Introduction

Words and Expressions

term [ə:] *n.* 学期；术语；条款

in coordination with 与……配合

trace [ ] *vt.* 追溯；追查；追踪，查探

hang around 闲荡，徘徊

solely [ə] *adv.* 单独地，唯一地

monster [ɔ ə] *n.* 怪物；巨人，巨兽；残忍的人

prey [ ] *vi.* 捕食；掠夺；折磨 ~ on/upon 捕食；掠夺；折磨

legend [ʒə] *n.* 传奇，传说；说明

swallow [ɔ ə] *vi.* 吞下；咽下

rescue [ː] *vt.* 营救；救援 *n.* 营救；救援，解救

subdue [ə ː] *vt.* 征服；战胜

capable [ə] *adj.* 能干的，能胜任的；有才华的

opponent [ə ə ə] *n.* 对手；敌手；反对者 *adj.* 敌对的；对立的

harass [æ ə] *vt.* 使烦恼；使困扰；反复袭击

domestic [ə] *animal* 家禽



immortal [ɔː ə] *adj.* 长生的；不朽的；神仙的 *n.* 神仙；不朽人物
beast of prey 食肉兽，猛兽
sneak [ː] *vi.* 鬼鬼祟祟做事；溜 *vt.* 偷偷地做，偷偷地走
conquest [ɔŋ] *n.* 征服，战胜；胜利品
survive [ə] *vt.* 比……活得长；活下来；幸存

The Origin of Chinese New Year (Ⅰ)



The Chinese New Year is now popularly known as the Spring Festival because it starts from the Beginning of Spring (the first of the twenty-four ***terms in coordination with*** the changes of nature). Its origin is too old to be ***traced***. Several explanations are ***hanging around***. All agree, however, that the word Nian, which in modern Chinese ***solely*** means "year", was originally the name of a ***monster*** beast that started to ***prey*** on people the night before the beginning of a new year.

One ***legend*** goes that the beast Nian had a very big mouth that would ***swallow*** a great many people with one bite. People were very scared. One day, an old man came to their ***rescue***, offering to ***subdue*** Nian. To Nian he said, "I hear say that you are very ***capable***, but can you swallow the other ***beasts of prey*** on earth instead of people who are by no means of your worthy ***opponents***?" So, it did swallow many of the beasts of prey on earth that also ***harassed*** people and their ***domestic animals*** from time to time.



After that, the old man disappeared riding the beast Nian. He turned out to be an ***immortal*** god. Now that Nian is gone and other ***beasts of prey*** are also scared into forests, people begin to enjoy their peaceful life. Before the old man left, he had told people to put up red paper decorations on their windows and doors at each year's end to scare away Nian in case it ***sneaked*** back again, because red is the color the beast feared the most.

From then on, the tradition of observing the ***conquest*** of Nian is carried on from generation to generation. The term "Guo Nian", which may mean "***Survive*** the Nian" becomes today "Celebrate the (New) Year" as the word "guo" in Chinese having both



the meanings of "pass-over" and "observe". The custom of putting up red paper and firing fire-crackers to scare away Nian is still around. However, people today have long forgotten why they are doing all this, except that they feel the color adds the excitement of the celebration.

Part Ⅳ Skill Training for Tour Guides

Fill in the blanks with the words or phrases you think appropriate.

request	contact	beverages	accepted	persuade
in advance	patiently	proposed	in case	alternative
accelerate	claim	refunded	explanation	

Q1. *How is the local guide supposed to take care of the first group meal?* (地接导游如何照顾好游客的第一餐?)

(1) Appoint when and where to meet with the group.

(2) Show the group to the restaurant and help the guests to be seated.

(3) Explain the meal regulations, such as what ___________ are included and what are not.

(4) When the guests have started eating, wish them "Good Appetite" before leaving for dinner himself.

(5) If the group is to dine out, the local guide must inform the restaurant ___________ about the arrival time, group code, nationality, number of persons, meal standard and special requirements, etc.

Q2. *If a tourist wants to taste some local delicacies on his own, what should a guide do?* (如果有游客想独自品尝当地佳肴, 导游应该如何做?)

(1) If a tourist wants to taste some local delicacies on his own, the guide could help him to ___________ some related restaurant and make a reservation for him.

(2) Remember to warn him of the safety.

(3) Ask the guest to bring a hotel card with him ___________ he gets lost.

(4) Tell him he'll pay for all his expenses.

Q3. *If some of the tourists want to have dinners themselves instead of enjoying dinners with others together, as a local guide what should you do?* (如果有游客不想与其他游客一起用餐, 导游该如何处理?)

(1) The guide should try to ___________ those who want to have dinner by themselves to join the group to have dinner together.

(2) If the tourists refuse to have dinner with the group he may order ___________ dishes for them.

(3) If the tourists still refuse to have dinner together. The tour guide may agree they could have their meal in other restaurants nearby. But the tourists should bear the food expense themselves.

Q4. *How should a tour guide handle a tourist's request to change meal*?（导游应该如何处理游客请求改餐?）

If the request is __________ 3 hours before the meal begins, the tour guide could contact the restaurant to meet the request as possible as he could. While, if the tourist brings the request just before the meal, the request couldn't be taken and __________ should be in place. If the tourist insists, whatever dish he orders, it should be paid by the tourist.

Q5. *What should a guide do if a tourist asks to change food*? (*The food is not to his taste and he wants to make his own orders*) （菜品不合游客的胃口，他想换餐，导游该如何做?）

(1) Explain __________ that the meals are arranged according to the standards on the contract though there may be a little variation.

(2) Ask the tour leader to co-ordinate.

(3) Tell the guest the self-orders should be paid by himself and the overall service charge will not be __________.

(4) If the guests ask for extra orders and drinks, the guide should meet their needs and tell them that the additional cost should be paid by the guest themselves.

Q6. *How would you respond to the request of changing dishes just before dinner*?（导游该如何处理用餐前的换餐要求?）

(1) Explain that the change made within 2 hours of dinner time could not be __________.

(2) The cost for the change will be on the guest.

(3) Manage to help arrange for the new dishes on __________.

Q7. *What should the guide do in case the tourists suffer from food poisoning*?（导游该如何处理游客食物中毒事件?）

(1) Ask the tourists to press vomiting and drink a lot of water to __________ ejection and reduce toxicity.

(2) Send the tourists to the hospital nearby for medication and ask the doctors to make out a diagnosis certificate.

(3) Report to the travel service as soon as possible to sue the restaurant.

(4) Work with the travel service to __________ damages from the departments concerned.

(5) If it's a serious case, the travel service must report it to the superior departments and the domestic travel service, which arranges the whole tour of the group.



Part Ⅴ　Topic on Chinese Culture: Chinese Calligraphy

Ⅰ. Introduce the Chinese Calligraphy according to the information given or pictures.

Key Words

1. four treasures of the study: brush, ink stick, paper and ink stone 文房四宝：笔墨纸砚
2. font: the seal character (zhuan) \ the official or clerical script (li) \ the regular script (kai) \ the running hand (xing) \ the cursive hand (cao) 字体：篆书、隶书、楷书、行书、草书



Ⅱ. Work in pairs. Work with partners and play the role of a local guide and the tourists, try to talk about the Chinese Calligraphy.

Speaking Tips
For the Chinese, calligraphy is not just a method of communication, but also a means of expressing the dynamic forces of the natural world.
In the history of Chinese art, calligraphy has always been held in equal importance to painting.
Chinese Calligraphy began with the hieroglyphs.
Calligraphy, like a mirror, is a silent reflection of the soul.



Card 1	Card 2	Card 3
在中国的古代，笔、墨、纸、砚称“文房四宝”。是中国古代文人必不可少之物。	毛笔是中国所创，中国的书法和绘画，都是与毛笔的使用分不开的。	汉字是迄今为止连续使用时间最长的主要文字。亦有学者将汉字列为中国第五大发明。

Part Ⅵ Expanding Knowledge

Ⅰ. Special Terms

1. Culinary Terms

breakfast	早餐	brunch	早午餐
lunch	午餐	supper	晚餐
dinner	正餐	picnic	野餐
morning tea	早茶	afternoon tea	下午茶
a set of eight dishes with a soup	八菜一汤	a set of four dishes with a soup	四菜一汤
starter/appetizer	开胃菜	main course/dish	主菜
the first course	头道菜	the second course	第二道菜
specialties	特色菜	side dish	配菜
cold dish	凉菜	Chinese salad	凉拌菜
home dish	家常菜	rural dish	农家菜
dessert	餐后甜点	snack	点心，小吃

2. Ways of Cooking

stir-frying	炒	roasting	烤/焙
stewing	炖，烩	steaming	蒸
boiling	煮	seasoning	调
pickling	腌	smoking	熏
mixing	拌	braising	红烧，焖



3. Seasonings

sesame oil	芝麻油	chili oil	辣椒油
peanut oil	花生油	coconut oil	椰子油
salad oil	色拉油	vegetable seed oil	菜籽油
olive oil	橄榄油	soy bean oil	大豆油
lard	猪油	salt	盐
soy sauce	酱油	seasoning sauce	调味酱
curry	咖喱	pepper	胡椒
gourmet powder	味精	vinegar	醋
sugar	糖	starch	淀粉
ginger	姜	garlic	大蒜
shallot, scallion	大葱	onion	洋葱
spring onion	小葱	mustard	芥末

4. Drinks and Beverages

liquor	酒	wine	葡萄酒
white spirit	白酒	beer	啤酒
champagne	香槟	sherry	雪利酒
cocktail	鸡尾酒	martini	马丁尼
whisky	威士忌	brandy	白兰地
vodka	伏特加	scotch	苏格兰威士忌
hot drink	热饮	cold drink	冷饮
soda water	汽水	fruit juice	果汁
cider	苹果汁	orange juice	橘子汁
tomato juice	番茄汁	coffee	咖啡
milk	牛奶	yogurt	酸奶
ice cream	冰淇淋	jasmine tea	茉莉花茶
Coca cola/coke	可口可乐	Seven up	七喜
Pepsi coca	百事可乐	Sprite	雪碧
mineral water	矿泉水	purified water	纯净水
chrysanthemum tea	菊花茶	Long-jing tea	龙井茶
Tie-guan-yin tea	铁观音	OOlong tea	乌龙茶
Pu'er tea	普洱茶	black tea	红茶

5. Staple Food and Snack

Chinese rice pudding	八宝饭	plain rice	白饭
rice fried	蛋炒饭	braised pork rice	卤肉饭
dumpling	水饺	steamed dumpling	蒸饺
bread	馒头	fried leek dumpling	韭菜盒
soybean milk	豆浆	fried bread stick	油条
seame need cake	烧饼	egg cake	蛋饼
wonton noodle	馄饨面	sliced noodle	刀削面
spicy hot noodle	麻辣面	udon noodle	乌龙面
flat noodle	板面	rice noodle	米线
egg& vegetable soup	蛋花汤	seaweed soup	紫菜汤
hemp flower	麻花	sugarcoated haws on a stick	糖葫芦

6. Typical Dishes

Sichuan hotpot	四川火锅	roast pork	叉烧肉
roast pigeon	烤乳鸽	spicy salty pork spareribs	椒盐排骨
sweet and sour spare ribs	糖醋排骨	braised pork with vermicelli	猪肉炖粉条
boiled salted duck	盐水鸭	apple in hot toffee	拔丝苹果
fried diced pork with chilli	辣子肉丁	steamed fresh fish	清蒸鱼
sweet and sour pork	咕噜肉	sautéed pig's kidney	火爆腰花
crisp-fried chicken	香酥鸡	curry beef	咖喱牛肉
fish filets in hot chili oil	水煮鱼	Beijing roast duck	北京烤鸭
fried lamb tripe	炒羊肚	oyster sauce beef	蚝油牛肉
spiced beef	酱牛肉	roast beef in a pot	焖牛肉
steamed pork with rice flour	米粉蒸肉	braised pork slices	扒白条
beef with green pepper	青椒牛肉	soft-fried pork fillet slices	软炸里脊
braised pork chops	红烧排骨	braised carp with soy sauce	红烧鲤鱼
quick-fried mutton slice with scallion	葱爆羊肉	shredded tripe with chilli sauce	红油肚丝
pork with garlic sauce	蒜泥白肉	fried eggplant with meat stuffing	炸肉夹茄
steamed pork with preserved vegetable	梅干菜扣肉	stir-fried boiled pork slices in hot sauce	回锅肉
sizzling beef steak	铁板牛肉	braised meat balls in brown sauce	红烧狮子头
fresh cucumber mixed with soy sauce	凉拌黄瓜	pork lungs in chili sauce	夫妻肺片



Ⅱ. Useful Expressions

1. Do you prefer Chinese food or Western food?
   你喜欢中餐还是西餐?
2. Our travel agency has made a reservation for 15 people with your restaurant.
   我们旅行社在你们餐馆预定了 15 人的餐位。
3. Please show us the menu.
   请把菜单拿给我们看看。
4. I'm sorry to say that one member in my tour group is a vegetarian. He just has vegetables and doesn't eat meat or fish.
   很抱歉，我们团里有一个人是素食者。他只吃蔬菜，不吃肉和鱼。
5. Do you have a set menu?
   你们有套餐菜单吗?
6. What are your specialties today?
   你们今天的特价菜是什么?
7. What does your restaurant specialize in?
   请问你们餐厅的特色菜是什么?
8. Would you like to recommend something to us?
   你打算给我们推荐什么吗?
9. I recommend that you order the Fish-Flavor Shredded Pork.
   我建议您点鱼香肉丝。
10. It's on the house.
    这是免费赠送的。
11. Can you manage chopsticks?
    您会用筷子吗?
12. Try some of this, please.
    请尝尝这个。
13. I think the fish will be to your taste.
    我想这鱼会合您的胃口。
14. Did you enjoy your dinner?
    你们吃得满意吗?
15. I'm glad you like the dishes here, do have more.
    很高兴你们喜欢这里的菜，请多吃点。
16. We'll take the check now.
    请给我们结账。
17. May I have the bill, please?
    能把账单拿给我吗?



18. Please show me the bill.
    请把账单拿给我。
19. Do you accept credit cards?
    你们接受信用卡付款吗?
20. Can I pay the bill by credit card?
    我可以用信用卡付账吗?
21. May I have the receipt, please?
    能给我开一张收据吗?
22. Keep the change.
    不用找钱了。
23. Could we get some doggy bags, please?
    可以给我们拿几个打包盒吗?

Part Ⅶ Exercises

Ⅰ. Match the following pictures with their English names.



A B C D

1. Steamed Dumplings ___________
2. Fried Prawn Shaped as a Pair of Fish ___________
3. Fish-Flavor Shredded Pork ___________
4. Beggar's Chicken ___________



Ⅱ. Translate the following sentences into English.

1. 我前天在贵餐厅打电话预定了明天18人团的中餐。
2. 请问有靠窗边的座位吗?
3. 我们想吃八菜一汤的套餐。
4. 请给每桌来3瓶雪碧、两瓶橘汁。
5. 大家吃得满意吗?
6. 我们用现金买单。

Ⅲ. Complete the following dialogues in English with the information given.

(A local guide is escorting a tourist to a restaurant for dinner.)

(A: Tour Guide B: Tourist)

A: I think you are hungry, now what will you have?

B: ____________________ (这家店的特色是什么)?

A: Hot-pot. It's cold outside, so it can make us warm.

B: That's great, ____________________ (火锅里都放些什么呢)?

A: Traditionally, ____________________ (羊肉是最佳选择). Except that, we will order some vegetable, including ____________________ (生菜、土豆、白菜) and so on.

B: I have never cooked vegetable. It is always eaten cold in salads in the West.

A: Yes, I have heard that. ____________________ (相信你会喜欢的). By the way, ____________________ (你会使用筷子吗)?

B: Yes, but not good. I will have a try. Don't worry.

A: OK, ____________________ (你想喝点什么)?

B: ____________________ (有本地产的啤酒吗)? I want to have a bottle.

A: No problem.

Ⅳ. Role-play

Work with your desk-mate and play in turn the roles of a tourist and a local guide. Today you are going to enjoy the Chinese Cuisine. Try to introduce some special Chinese Cuisine to your partner.

Accommodation

Unit Two





Part Ⅰ Passage Learning



Words and Expressions

client [ə] *n.* 委托人，顾客，客户
classify [æ] *vt.* 分类，分等
commercial [ə əːʃə] *adj.* 商业的
resort [ɔː] *n.* 度假胜地
convention [ə ʃə] *n.* 大会，协定，惯例，习俗
resident [ə] *adj.* 定居的；居住的
scenery [ː ə] *n.* 风景；景色
recreational [ʃə ə] *adj.* 娱乐的，消遣的；休养的
grand [æ] *adj.* 宏伟的；豪华的；极重要的
participate [ɑː] *vi.* 参与，参加
professional [ə ʃə] *adj.* 职业的；专业的 *n.* 职业运动员；专业人员
refer to 参考；涉及；指的是；适用于
relatively [ə] *adv.* 相对地，比较地；相当地
equip [ ] *vt.* 装备，配备
practically speaking 实际上来说；实际来说/事实上
range from...to... 从……变动到……；在……范围内变化
undertake [ʌ ə] *vt.* 承担，保证；从事；同意；试图
strive [ ] *vi.* 努力；奋斗；抗争
corporate-operated 共同的
get involved [ɔ] *in* 涉及，卷入
corporation [ɔː ə ʃə] *n.* 公司；社团；法人（团体）
franchise [æ ʃ] *n.* 特权；公民权 *vt.* 给……以特权
withdraw [ð ɔː] *vt.* 撤销；收回；撤退；拉开 *vi.* 撤退；离开

Hotel

According to the ***clients*** they serve, hotels can be ***classified*** into 4 groups. They are: ***commercial*** hotels, ***resort*** hotels, ***convention*** hotels and ***resident*** hotels. A commercial hotel usually aims to provide service for people who travel for a short period of time, or travel on business. A resort hotel is often located at areas with beautiful ***scenery***. It can also provide its guests with facilities for ***recreational*** activities. Convention hotels are mainly used as places for holding ***grand*** meetings ***participated*** by ***professionals***. Resident hotels ***refer to*** houses that are





rented to people for a ***relatively*** long period of time, such as several months or even years[1].

Large hotels often have not only rooms for accommodation, but also contain many other facilities, such as restaurants, bars, shops, and other recreational facilities[2]. Nowadays, many ordinary hotels are even ***equipped*** with facilities for conventions.

Practically speaking, tourists now can make their choices from a large number of accommodations. These accommodations ***range from*** guest houses with one or two rooms ***to*** five-star hotels with hundreds of rooms and good facilities.

Today, many hotels are ***undertaking*** some kind of reform. They are ***striving*** to become large ***corporate-operated*** hotels. Many large companies have played an important role in the hotel industry, such as Holiday Inns, Sheraton, Hilton International, etc. A great number of airlines and travel companies have ***got involved in*** the hotel industry as well[3].



Some hotel ***corporations*** have ***franchised*** hotels. That is to say, the corporation designs the operation of the hotel and keeps the ownership of the hotel. The operator of the hotel pays some money to the corporation. However, the operator has to ***withdraw*** from this franchise if he does not meet the standards[4].

Notes

1. Resident hotels refer to houses that are rented to people for a relatively long period of time, such as several months or even years. 常驻酒店是将房间长期租给顾客几个月甚至几年。
2. Large hotels often have not only rooms for accommodation, but also contain many other facilities, such as restaurants, bars, shops, and other recreational facilities. 大型酒店通常不仅仅提供房间，还包括很多其他的设施，如餐馆、酒吧、商店和其他娱乐设施。
3. A great number of airlines and travel companies have got involved in the hotel industry as well. 很多航空公司和旅游公司也参与到了酒店行业中。



4. However, the operator has to withdraw from this franchise if he does not meet the standards. 但是，如果经营者不能达到公司要求的标准，就会被取消经营特权。

Part Ⅱ Situational Dialogue



Words and Expressions

reception desk 服务台
accommodate [ə ɔ ə] *vt.* 提供住宿或房间
standard [æ ə] *adj.* 标准的，规范的，普通的 *n.* 标准，规格
registration form 登记表
departure [ɑː ʃə] *n.* 离开
convenient [ə ː ə] *adj.* 方便的、便利的
cashier's [æ ʃ ə] *n.* 收款台
gym [ʒ] *n.* 健身房，健身中心
basement [ə] *n.* 地下室
hair-salon 理发店
beauty parlor 美容院
necessity [ ] *n.* 必需品；需要
laundry [ɔː] *n.* 洗衣店
individually [ə ʒ] *adv.* 个别地，单独地
sign [ ] *vi.* 签署；签名
receipt [ː] *n.* 收到；收据；收入

Dialogue 1：Checking in

Lily, the local guide, has led a tour group to the hotel. Now they are at the reception desk of Beijing International Hotel. Lily should work together with the tour manager, Mr. Brown, to make sure that all the guests are well accommodated at the hotel. The following dialogue is between them and the receptionist of the hotel.

(A：Receptionist B：Lily C：Mr. Brown)

A：Goodafternoon, welcome to Beijing International Hotel. What can I do for you?

B：Good afternoon. I'm Lily from China Youth Travel Service. We have booked ten ***standard*** rooms with your hotel[1].

A：Well, yes. Your travel agency has booked ten standard rooms for a group of 20. This group will stay for a week at our hotel. Will you fill in the ***registration forms***?

B：OK. Please give these forms to me and I will hand them out.

A：Thank you. And here you are.



A: You are welcome. The hotel has several dining halls, and they provide both Chinese food and Western food. There you can have a taste of Sichuan Cuisine, Cantonese Cuisine, as well as beef steaks. Look, the dining halls are over there, on your left side.

B: Sounds good. I'm expecting to taste some Chinese food. By the way, is there a swimming pool within the hotel?

A: Yes. The swimming pool is also in the basement. It's big and clean. They change the water of the pool once every two days[4].

B: I feel like shopping. Where is the store?

A: You can go tothe fourth floor. There's a shopping center selling daily ***necessities***.

B: What about ***laundry***?

A: The laundry is in the western part of the third floor. They provide 24-hour service. That's all about the facilities. If you have any questions, please feel free to ask. I'll be at your service.

Dialogue 3: Checking out

Before leaving the hotel, Lily, the local guide, is helping the tour leader to check out with the Front Desk Cashier.

(A: Lily B: Front Desk Cashier C: Tour Leader)

A: Mr. Brown, all the room keys are here. Now let's check out for your group.

C: OK. Let's go. (*to the front desk*)

B: Good morning. Can I help you?

C: I'd like to check out for our group.

B: May I have your name and room number, please?

C: My name is Karl Brown, we stay in Room 402 to 405, four rooms altogether.

B: Yes, Mr. Brown. You came here three days ago on June 2nd, didn't you?

C: Yes, miss.

B: Just a moment, please. I'll draw up your bill for you[5]. Your bill totals 920 Yuan, Mr. Brown. Would you like to check it? The telephone charge for Room 403 hasn't been paid yet.

C: Yes, Telephone charges will be paid ***individually***. Maybe the guest in Room 403 forgets to come here to clear his bill. Just a minute, please. I'll inform him.





B: Thank you, Mr. Brown. Would you ***sign*** on the bill, please?

C: Certainly. Here you are.

B: Thank you, Mr. Brown. Here is your ***receipt***. Hope to serve you again next time.

C: Thank you for your service. Lily, I have finished the check-out, shall we go now?

A: Sure, the bus is waiting outside the hotel. Follow me, please.

Notes

1. We have booked ten standard rooms with your hotel. 我们在贵酒店预定了10个标准间。
2. The bellman will show you to your rooms. 门童会带您去房间。
3. This hotel provides foreign currency exchange at the cashier's. 酒店在收银台设有外币兑换处。
4. They change the water of the pool once every two days. 他们每两天换一次水。
5. I'll draw up your bill for you. 我给您开具账单。

Part Ⅲ Traditional Holiday Introduction



Words and Expressions

evolve [ə] *vt.* 发展，进化；使逐步形成

bountiful [ ] *adj.* 丰富的；慷慨的；宽大的

fortune [ɔː ʃə ʃ ː] *n.* 运气；财富；命运

gala [ɑː ə] *n.* 节日，特别节目；祝贺，庆贺

sacrifice [æ] *n.* 牺牲，供奉，祭祀 *vt.* 牺牲，献祭

ancestor [æ ə] *n.* 始祖，祖先

blessing [ŋ] *n.* 祝福；祷告；赐福

arouse [ə] *vt.* 引来；鼓励；唤醒

signify [ ] *vt.* 表示；意味；预示

gradually [æ ə] *adv.* 逐步地，渐渐地

primitive [ ] society 原始社会

recede [ː] *vi.* 后退；减弱 *vt.* 归还

clan [æ] *n.* 宗族；部落；集团

bounty [ ] *n.* 慷慨；奖励金；赠款

sumptuous [ʌ ə] *adj.* 奢侈的；华丽的；豪华的

heartily [ɑː] *adv.* 衷心地；热忱地；痛快地



disintegration [　　　ʃə] *n.* 分解；瓦解；崩溃
content [ɔ　　] *n.* 内容；容量 *adj.* 满足的 *vt.* 使满足
ultimately [ʌ　　] *adv.* 最后；基本上；根本
bid [　] *vt.* 投标；出价；吩咐；表示

The Origin of Chinese New Year (Ⅱ)



China's traditional festivals have ***evolved*** through the centuries from past major events. For instance, long ago when people had a ***bountiful*** harvest, they gathered and celebrated their good ***fortune*** with ***gala*** performances. When natural disasters struck, they offered ***sacrifices*** to the gods and their ***ancestors***, hoping for a ***blessing***. The change of the seasons, flowers in spring, and the bright moon in autumn could all ***arouse*** their longing for a more beautiful life. Thus, creative activities were held to ***signify*** these events, ***gradually*** these activities developed into festivals.



The most important festival in China is the Spring Festival. It is said that the Spring Festival evolved from an activity known as the Winter Sacrifice. It was a custom practiced by the people of ***primitive society***.

As the cold winter began to ***recede*** and the warm spring was about to begin, the people of an entire ***clan*** gathered together. They brought out their ***bounty*** from hunting, fishing and the field. They thanked the gods for the blessings of nature, including the mountains, rivers, the sun, moon and stars, they thanked their ancestors, then they shared and enjoyed the ***sumptuous*** bounty of the land, sea, air and fields as they ate, danced and sang ***heartily***.

In the beginning, their activity had no fixed date. But usually it was held at the end of each winter. Gradually, through the years, it was celebrated at the end of the old year or the beginning of the new. With the changes and ***disintegration*** of primitive society, the form and ***content*** of the Winter Sacrifice also changed. ***Ultimately***, it became a festival to ***bid*** farewell to the old year and welcome the new year. So it came to be called the Spring Festival.



Part Ⅳ Skill Training for Tour Guides

Fill in the blanks with the words or phrases you think appropriate.

note down	lay out	misplacement	facilities
baggage	according to	co-ordinate	negotiate
concerned	itinerary	vacancy	consult

Q1. *What should the local guide do to make the hotel check-in smooth*? (导游应该怎么做才能使酒店入住顺利进行?)

(1) Help the tour leader go through the check-in formalities.

(2) Tell the group about the hotel ___________ and service items.

(3) Bring the group to have the first meal.

(4) Repeat today's or tomorrow's arrangements.

(5) Help the guests and their ___________ into their rooms.

(6) Discuss about the wake-up time with the tourleader and the national guide and ask the tour leader to inform the group. Book the wake-up time with the receptionist.

Q2. *What should a guide do when the tourists arrive at the hotel*? (游客到达酒店后，导游该做些什么?)

(1) Help tour leader or national guide to do check-in.

(2) Introduce the facilities of the hotels to tourists.

(3) ___________ the room number of the tour leader and that of the national guide.

(4) Inform the tourists of the itinerary just for the day or the next day.

(5) Arrange morning call for the tourists and tell the bellboy to deliver the luggage to their rooms.

(6) Check and discuss the ___________ in detail with the tour leader.

Q3. *After the check-in procedure in a hotel, a tour member has not received his luggage yet. How can the tour guide help to locate the lost luggage*? (办理完入住手续后，游客还没有收到行李，导游该如何帮他找到行李?)

(1) Search the luggage with the tour leader in every tour member's room to see if there has been a ___________.

(2) Contact the hotel Bell Service and search in the hotel.

(3) Report to the Travel Service and the ___________ departments and ask for help.

Q4. *When the tourists arrive at the hotel, they find that the rooms are below the contract standard, and they refuse to take the key card. As a local guide, what should you do*? (游客



到达酒店后，发现房间标准低于合同所述，并拒绝入住，导游该怎么办?)

(1) The local guide should __________ with the hotel manager, and demand that the rooms conform to the terms specified in the contract.

(2) If the manager agrees to make changes based on the contract or pay the tourists some money as settlement. The local guide should __________ with the tourists to see if they are willing to compromise.

(3) If the manager refuses to compensate for the loss incurred by the room below the contract standard, the guide should __________ the terms of claim and discuss with the tourists. Then, she should lodge a claim against the hotel; meanwhile, the local guide must arrange another hotel for the guests after she receives instructions from the travel agency.

Q5. *A tour member would not like to share the room and asked for a single room. What should the tour guide do then?* (一名游客不想与他人合住一个房间，而要求住单间，导游该如何处理?)

(1) Ask the tour leader to __________ and change rooms among the tour members.

(2) If the tour leader failed in mediation and there is a __________ in the hotel, the tour guide should first tell the complainer the single room rent should be paid in cash then help changing room.

Q6. *If a tourist requests to up-grade to a higher-standard room, what should a local guide do?* (如果游客提出住高标准的房间，导游该如何做?)

If there is a higher-standard room in the hotel, the tour guide should help the tourist to up-grade __________ what the tourist wishes. But the tourist should pay for the single supplement by himself.

Part V　Topic on Chinese Culture: Chopsticks

Ⅰ. Introduce the Chinese chopsticks according to the following pictures.

Key Words

chopsticks; iron; stainless steel; cloisonné [ɑː ɔŋ] (景泰蓝); wood; bamboo; plastic; ivory [ə] (象牙); chopstick holder (筷子架); cultural connotation (文化内涵); disposable chopsticks (一次性筷子); chopstick etiquette (筷子使用礼节)



Ⅱ. Work in pairs. Work with partners and play the role of a local guide and the tourists, try to talk about Chinese chopsticks.

Speaking Tips

Chopsticks are the quintessence of our country.

China is the birthplace of chopsticks.

It has about 3,000 years for Chinese people using the chopsticks.

Chopsticks are both lightweight and flexible, unique tableware in the world.

We can use the chopsticks with our thumb, index finger and middle finger.

Chopsticks in China is divided into five major categories.

They are bamboo chopsticks, metal chopsticks, dental bone chopsticks, jade chopsticks, and chopsticks in chemistry.

Card 1

筷子是中餐中最主要的进餐用具，被西方人誉为“东方的文明”。

Card 2

筷子有挑、拨、夹、拌、扒等功能，且使用方便，价廉物美。

Card 3

一次性筷子有可能产生“温室效应”，给世界环境造成危害。我们需要正确、合理使用筷子。

Part Ⅵ　Expanding Knowledge

Ⅰ. Special Terms

1. Type of Hotel

commercial hotel	商务酒店	resort hotel	度假酒店
apartment hotel	公寓式酒店	Luxury (5-star)	五星（酒店）
High Comfort (4-star)	四星（酒店）	Average Comfort (3-star)	三星（酒店）
Some Comfort (2-star)	二星（酒店）	Economy (1-star)	一星（酒店）

2. A Catalog of Room Types

single room	单人间	double double	双人间（两张双人床）
twin bed room/double room	双人间（两张单人床）	big single room	大床间（一张双人大床）
standard room	标准间	triple room	三人间（三张单人床）




续表

economy room	经济间	deluxe room	豪华间
suite	套房	presidential suite	总统套房
studio room	工作室型客房	multi-function room	多功能客房

3. Front Office

reception/front desk	前台/总台	captain	领班
receptionist	接待员	porter/bellboy	行李员
doorman	门童	cashier	收银员
lobby	大堂	lobby manager	大堂副理
supervisor	主管	resident manager	驻店经理
duty manager	值班经理	operator	接线员
floor attendant	楼层服务员	room maid	客房服务员
reservation	预约	wake-up call	叫早服务
tour group	旅游团队	registration form	登记表
arrival time	到达时间	departure time	离开时间
revolving door	旋转门	luggage and deposit office	行李寄存处
breakfast voucher	早餐券	room tariff	房价表
key card	钥匙卡	receipt	收据
currency exchange	外币兑换	signature	签名
credit card	信用卡	Visa card	维萨卡
traveler's check	旅行支票	American Express	美国运通卡

4. Service Department

food and beverage department	餐饮部	entertainment department	康乐部
housekeep department	房务部，管家部	coffee shop	咖啡厅
banquet room	宴会厅	dining room	餐厅
cafeteria	自助餐厅	health center	健身房
massage parlor	按摩室	foot massage	足疗室
beauty parlor	美容室	barber shop	美发室
bowling alley	保龄球馆	tennis court	网球场
swimming pool	游泳池	billiard room	桌球室
mahjong and chess room	棋牌室	sauna	桑拿浴室
business center	商务中心	souvenir shop	纪念品商店

5. Hotel Supplies

shower	淋浴	shower curtain	浴帘
shower head	淋浴喷头	toilet	抽水马桶
refrigerator	电冰箱	Pay-TV	收费电视
wall lamp	壁灯	safe-deposit box	保险箱
television remote control	电视遥控开关	laundry bag	洗衣袋
clothes hanger	衣架	hair dryer	吹风机
cabinet	橱柜	waste basket	废纸篓
night table	床头柜	plug	插头
tea table	茶几	blanket	毯子
quilt	被子	pillow	枕头
bed sheet/sheet	床单	wash basin	洗脸盆
shoe shining paper	擦鞋纸	towel	毛巾
toothbrush	牙刷	toothpaste	牙膏
shampoo	洗发液	bath foam	沐浴液
shower cap	浴帽	cotton swab	棉签
toilet soap	香皂	toilet paper	卫生纸

Ⅱ. Useful Expressions

1. Our travel service made a reservation for 10 twin rooms in your hotel 3 days ago.
   我们旅行社 3 天前在贵宾馆预定了 10 个双人间。
2. I'll check our reservation records.
   我来查一下我们的预定记录。
3. Sorry, there is no reservation from your service.
   很抱歉，贵旅行社没有预订。
4. Please fill in this registration form.
   请填写这张登记表。
5. Would you please complete this registration form?
   请您填一下这张登记表，好吗？
6. Can I see your passports, please?
   我能看一下你们的护照吗？
7. Can I see your ID cards?
   我能看一下你们的身份证吗？
8. Shall we have our keys to our rooms?
   我们可以领房间的钥匙了吗？



9. The bellman will take you to the rooms.
   行李员会把你们带到房间。
10. You have a double room on the fifth floor.
    您的双人间在第五层。
11. I will meet you at the lobby on the ground floor at 7 o'clock tomorrow.
    明天早上 7 点钟我在一楼大厅等你们。
12. Does the price include breakfast?
    房费里含早餐吗?
13. I'd like a single room with shower for about 120 yuan.
    我想要一间 120 元左右、有淋浴设备的单人间。
14. We'll hold your rooms for you until 9 p. m.
    你们的房间将保留到晚上 9 点。
15. Now I'd like to introduce the facilities in the hotel.
    现在我想介绍一下酒店的设施。
16. I hope these facilities will make your stay here more comfortable and convenient.
    我希望这些设施能让您在这里住得舒适并且方便。
17. Each of our rooms comes with a TV and a refrigerator.
    我们每一个房间内都有电视和冰箱。
18. Excuse me, but is there a hair-salon in this hotel?
    对不起，请问酒店内有理发店吗?
19. We are also equipped with sauna and massage rooms.
    我们也配备有桑拿室和按摩室。
20. I suppose that you have a sauna before the massage.
    我建议您在进行按摩前先蒸个桑拿。
21. You may make long-distance calls from your room.
    你可以在房间里拨打长途电话。
22. What time is the breakfast offered?
    早餐几点供应?
23. Breakfast is from seven to ten. Lunch is from eleven to two, and dinner is from six to nine.
    早餐从 7 点到 10 点供应，午餐从 11 点到 2 点供应，晚餐从 6 点到 9 点供应。
24. I have some clothes to be washed. Do you have a laundry service?
    我有一些衣服要洗，你们有洗衣服务吗?
25. Please put your clothes in the laundry bag in your room, and fill out the card that is attached.
    请把衣服留在房间的洗衣袋里，并填写附在袋上的卡片。
26. Is my laundry ready?
    我的衣服洗好了吗?

27. Would you bring one steak dinner, one bottle of white wine to my room?
    请送一份牛排、一瓶白葡萄酒到我房间，好吗？
28. How can I turn down the air conditioner?
    我怎样才能把空调调低一点？
29. Can I have some extra bath towels?
    可以多给我几条浴巾吗？
30. I've locked myself out. Will you open the door for me?
    我把自己锁外面了，能帮我开一下门吗？
31. There must be something wrong with the heater.
    那个暖气一定有问题。
32. There is no hot water inthe bathroom.
    浴室里没有热水。
33. The lamp in my room doesn't work.
    我房间的灯坏了。
34. Where are the emergency exit and stairways?
    紧急出口及楼梯在哪里？
35. Could I move to a different room? because the sheet is dirty.
    我可以换个房间吗？因为床单是脏的。
36. Should we check out before noon?
    我们该在中午前退房吗？
37. I think there is a mistake in this bill. I didn't order room service.
    我想账单有误，我没有点过送餐服务。
38. We charge an extra 10% of the room rate for late checkouts.
    逾时退房，我们将加收 10%的房费。
39. Could you store our luggage until our departure time?
    我们的行李可以存放到我们离开的时候吗？
40. Could I pay by credit card?
    我可以用信用卡付款吗？

Ⅲ. Forms Used in Hotels

1. Registration Card (Individual Tourist)

REGISTRATION CARD

PLEASE PRINT

Name ______________________	Nationality ______________________
Sex ______________________	Date & Place of Birth ______________________
Passport No. ______________________	Date of Issue ______________________
Issued by ______________________	Valid until ______________________
Permanent Address ______________________	
Tel ______________________	Occupation ______________________

续

Method of Settlement of Bill (Please check one):

☐ Cash ☐ Credit Card ☐ Check

Guest Signature

MONEY, JEWELS AND VALUABLES MUST BE DEPOSITED IN THE HOTEL SAFE; OTHERWISE THE MANAGEMENT CANNOT ASSUME RESPONSIBILITY.

※ ※ ※ ※ ※ ※ ※

Arrival Date ______ a. m./p. m. ______

Departure Date ______ a. m./p. m. ______

No. in Party ______ Room No. ______

Room Rate ______ Folio No. ______

Deposit ______ Clerk's Signature ______

2. Registration Card (Group Tourists)

TOUR GROUP REGISTRATION FORM OF TEMPORARY RESIDENCE

From ______ To ______

Date of Arrival ______ Date of Departure ______

Name in Full	Room No.	Sex	Date of Birth	Nationality	Certificate	Certificate No.	Type of Visa	Visa Validity

Received by Travel Agency ______

Front Desk Agent ______

3. Notice of Arrival

NOTICE OF ARRIVAL

Date ______ Room No. ______

Name ______ Number of Sleepers ______

Length of Stay ______ Rate ______

Remarks ______

Signature ______

4. Notice of Departure

NOTICE OF DEPARTURE

Date ______ Room No. ______

Name ______ Number of Sleepers ______

Length of Stay ______ Rate ______

Remarks ______

Signature ______

5. Notice of Room Change

NOTICE OF ROOM CHANGE

Room No. from ____________________ to ____________________

Name ____________________ Sleepers ____________________

Length of Stay ____________________ Rate ____________________

Remarks ____

Signature ____________________

6. Laundry

JIXIANG HOTEL

NO. __________

Name:	
Signature:	
Date:	Room No.

PLEASE TICK OUR

☐ Regular Service – Garments received before 10:00 a. m., return in the same day

☐ Express Service – Garments received before 2:00 p. m., return in the same day

Special Service ☐ Repairing ☐ Buttoning ☐ Stain-Removing

Guest Count	Hotel Count	Ladies	Unit Price (￥)	Amount	Guest Count	Hotel Count	Gentlemen	Unit Price (￥)	Amount
		Blouse	4. 00				Bathrobe	5. 00	
		Brassiere	2. 00				Dress Shirt	10. 00	
		Dress	8. 00				Handkerchief	1. 00	
		Handkerchief	1. 00				Pajamas	4. 00	
		Evening Dress	10. 00				Normal Shirt	4. 00	
		Underpants	2. 00				Shorts	10. 00	
		Pajamas	4. 00				Socks	1. 00	
		Shorts	4. 00				Sweater	9. 00	
		Skirt	6. 00				Swim Shorts	2. 00	
		Slacks	6. 00				Trousers	9. 00	
		Socks	1. 00				T-Shirt	3. 00	
		Stockings	1. 00				Underpants	2. 00	
		Suit	15. 00				Vest	2. 00	
		Sweater	9. 00				Sports Shirt	10. 00	
		T-Shirt	3. 00				Wafuku	9. 00	



1. The guest is required to complete the list. Otherwise the hotel count must be accepted as correct. 2. The hotel is not responsible for valuables in pockets. 3. In case of loss or damage the hotel will be liable to no more than ten times the regular processing charge of the item. 4. All claims must be made within 24 hours after delivery and must be accompanied by the original list.

Special Instructions Basic Charge ¥ ___________ 50% Extra Charge for Express ¥ _________ 10% Service Charge ¥ ___________ Grand Total ¥ ___________ Billed by:

Part Ⅶ Exercises

Ⅰ. Translate the following hotel names into Chinese.

1. Hilton Hotels Corporation:
2. Intercontinental Hotels Group:
3. Holiday Inn:
4. Marriott Hotels & Resorts:
5. Ramada Plaza:
6. Harbor Plaza Hotels & Resorts Hotels:
7. Starwood Hotels:
8. Sheraton Hotel:

Ⅱ. Translate the following sentences into English.

1. 房价每天是多少?
2. 您需要住多久?
3. 请出示您的护照。
4. 这是您的钥匙，祝您住店愉快。
5. 您的房号是502，在5楼。
6. 感谢您选择入住我们酒店，希望您过得愉快。
7. 可以给我开发票吗?
8. 您打算如何付款?

Ⅲ. Complete the following dialogues in English with the information given.

(A tourist is checking out at a hotel.)

(A: Tourist B: Receptionist)

A: The ______________________ (退房时间) is twelve o'clock at noon, isn't it?

B：Yes，sir.

A：Well，a friend of mine is coming to see me at one in the afternoon. ______________ (恐怕我会晚退房一个小时).

B：Why don't you leave your baggage at the checkroom and ____________________ (在大厅等待)？

A：Ah，that's a good idea. ____________________ (我需要付多少钱)？

B：It's seven hundred and eighty Yuan including the phone and ________________ (洗衣费用).

A：I don't have enough cash. ____________________ (你们接受信用卡吗)？

B：A credit card must be fine.

A：Here you are.

B：Thank you. Here's your receipt. ____________________ (欢迎下次光临) .

Ⅳ. Role-play

Imagine that you are a local guide and you are going to lead your tourists to check in at a hotel. Make a dialogue with your partner to introduce the facilities in the hotel or help the tourists check in.

Transportation

Unit Three





Part Ⅰ Passage Learning



Words and Expressions

identification [ʃə] *n.* 身份的证明
issue [ʃ ː] *v.* 发表，公布，发行，流出；*n.* 发行
beware of 对……小心；谨防……
unattended [ʌ ə] *adj.* 无侍从的；没人照顾的，未被注意的
turbulence [ə (ə)] *n.* 紊流，动荡
react [æ ， ː] *vi.* 反应；反抗；做出反应
harsh [ɑːʃ] *adj.* 严厉的，粗糙的
fine [ ] *n.* 罚款 *vt.* 罚款
flammable [æ ə] *adj.* 易燃的，可燃性的 *n.* 易燃品
attendant [ə ə] *adj.* 伴随的 *n.* 服务员，伴随物，侍从
demonstration [ə ʃə] *n.* 示范
motion [ə ʃə] *n.* 动作；移动；手势
medicate [ ] *vt.* 用药治疗
tranquilizer [æŋ ə] *n.* 镇静剂
instruction [ʌ ʃə] *n.* 指示，指令
primary [ə] *adj.* 首要的

Safety Tips for Air Travel



A safe flight can begin as early as booking your flight. Facts have shown that non-stop flights if possible are the way to go; 79.9% of all airline accidents occur during the takeoff, landing, climbing or taxiing of a flight[1].

Allow extra time for special situations. During busy periods, or when traveling with young children, babies, elderly or disabled passengers, you'd better build in more time.

Keep your photo ***identification*** ready. If you don't have a photo ID, make sure you have two pieces of identification, one of which must be ***issued*** by the government. Failure to have proper identification may result in additional security check. Some airlines may forbid you from boarding without proper ID. For international flight, airlines are required to collect your



full name and ask you for a contact name and phone number[2].

Know what you are carrying. Watch your bags while you are at the airport and don't accept packages from strangers. ***Beware of unattended*** packages. If you see an unattended package or bag at the airport, report it to the airport security people.



Try to put less weight in the overhead cabin[3]. When the plane encounters severe ***turbulence***, the weight may fall and smash the passengers below. So it's better not to put weight over the head of children.

Fasten the seat belt. During the flight, turbulence may appear at any time. If you don't fasten the seat belt and with the baby in your arm, when the turbulence comes, your baby may be pressed or fallen to the ground. Therefore, when you're seated, the first thing to do is to fasten the seat belt.

Humor is not always good. Don't joke about having a bomb or guns. Security staff is trained to ***react*** when they hear these words. Punishment can be ***harsh***, and can include the possibility of time in prison and/or ***fines***.



Don't take dangerous goods on board. Alcohol or soft drinks are not allowed on the aircraft. Don't pack or carry guns, fireworks, ***flammable*** materials, household cleansers. Breaking the dangerous materials regulations can lead to harsh punishment.

After boarding the plane, follow the suggestions listed below.

Find your seat and make clear where the nearest emergency exit is.

Read the safety card and pay attention as you follow along with the flight ***attendant's*** safety ***demonstration***. As you listen, imagine yourself going through the ***motion***. Remembering the information in the safety cards can save your life.

Know your responsibilities. If you are seated next to an emergency exit, you may have to open it after you have decided that it is safe to do so[4]. You need both physical power and a cool head.

Do not self ***medicate***. Many people will use ***tranquilizer*** or drink heavily before the take-off; this will slow down thinking and won't help anything. If you have motion sickness problems, take your medicine in time so it will have the greatest effect during the flight.

During a flight, keep your seat belt fastened and keep movement around the plane to a minimum[5].

Be sure to follow the ***instruction*** of the flight attendants whose ***primary*** task is to maintain the safety of the passengers.



Notes

1. 79.9% of all airline accidents occur during the takeoff, landing, climbing or taxiing of a flight. 79.9%的航空事故都是发生在飞机起飞、着陆、爬升和滑行的时候。
2. For international flight, airlines are required to collect your full name and ask you for a contact name and phone number. 对国际航班而言，航空公司要掌握你的全名、联系人姓名和电话号码。
3. Try to put less weight in the overhead cabin. 尽量少在顶箱上放置重物。
4. If you are seated next to an emergency exit, you may have to open it after you have decided that it is safe to do so. 如果你坐在紧急出口旁边，在确保安全的情况下要能够打开安全门。
5. During a flight, keep your seat belt fastened and keep movement around the plane to a minimum. 在飞行过程中，系好安全带并且尽量不要动。

Part Ⅱ Situational Dialogue



Words and Expressions

book up 预定一空的；全部预定完
alternative [ɔː ɜː ə] *n.* 二中选一 *adj.* 两者择一的，供选择的
first class 头等舱，第一流，优先投递邮件
tourist class 经济舱；二等舱
notify [ə] *v.* 通知，报告，通告
cancellation [æ ə ʃə] *n.* 取消，撤销，废除
discount [ ] *n.* 折扣
Singapore Airlines 新加坡航空公司
China Southern Airlines 中国南方航空公司
Air New Zealand 新西兰航空公司

Dialogue 1

Lorus Anderson will book a ticket to Boston next week, so he is making a reservation on the phone.

(A: Ticket Seller B: Lorus Anderson)

A: Good morning. The United Airlines[1], what can I do for you?

B: Yes, I'd like to make a reservation to Boston next week.

A: When do you want to fly?

B: Next Monday, June 23th.



A: We have Flight 802 on Monday, just a moment, please. Let me check whether there're seats available[2]. I'm sorry we are all ***booked up*** for Flight 802 on that day.

B: Then, any ***alternatives***?

A: The next available flight leaves at 9:30 Tuesday morning June 24th. Shall I book you a seat?

B: Er…it is a direct flight[3], isn't it?

A: Yes it is. You want to go ***first class*** or ***tourist class***?

B: I prefer first class, what's the fare?

A: One way is $176.

B: OK. I will take the 9:30 flight on Tuesday.

A: A seat on Flight 807 to Boston, 9:30 Tuesday morning. Is it all right, sir?

B: Right. Can you also put me on the waiting list for the 23rd?

A: Certainly. May I have your name & telephone number?

B: My name is Lorus Anderson. You can reach me at 52378651.

A: I will ***notify*** you if there is a ***cancellation***.

B: Thank you very much.

A: My pleasure.

Dialogue 2

Mr. Brown will fly to London next Friday. He wants to book a lower discount for the flight.

(A: Ticket Seller B: Mr. Brown)

A: Good morning, sir. What can I do for you?

B: Good morning, yes, I would like to book a flight ticket to London.

A: OK, just one second. When would you like to be there?

B: Next Friday.

A: OK, any preferred airline?

B: No, but I would like to have a lower discount[4] for the flight.

A: Sure, would you like to book the return flight as well?

B: No thanks, just flight to there is good.

A: OK, there are some options here, ***Singapore Airlines***, ***China Southern Airlines*** and ***Air New Zealand***, which one do you prefer to take?

B: China Southern Airlines, by the way, how long does it take?

A: Usually it will take one and a half hours if everything goes smoothly!

B: Great, I am going to take this one.

A: Sure, your passport/ID card please.

B: Here you are.

A: Do you want to pay in cash or by credit card?

B: Cash.



A: OK, you may want to pay at the reception of the airline agency. It is located on the 2nd floor, D service table.

B: Thanks.

A: You're welcome, sir. The flight is booked and is there anything I can do for you?

B: Not at the moment. Thanks for your help!

A: At your service! I wish you a safe journey[5]!

B: Thanks, good bye.

A: Good bye, sir!

Notes

1. United Airlines 美国联合航空公司
2. Let me check whether there're seats available. 我看一下是否还有空位。
3. It is a direct flight. 这个航班是直航。
4. lower discount 低折扣
5. I wish you a safe journey! 祝您一路平安。

Part Ⅲ Traditional Holiday Introduction



Words and Expressions

lantern [æ ə] *adj.* 灯笼；提灯

envoy [ɔ] *n.* 使者

gala [ɑːə] *adj.* 节日的，庆祝的

lunar [ː ə] *adj.* 月亮的；阴历的

literally [ə ə] *adv.* 逐字地；照字面地

attract [ə æ] *vt.* 吸引，引起

spiral [ə ə] *up* 扶摇直上，盘状上升

spew [ː] *vt./vi* 喷出；呕吐

signpost [ə] *n.* 路标，指示牌

ancestor [æ ə] *n.* 祖宗，祖先

sumptuous [ʌ ə] *adj.* 华丽的，奢侈的

feast [ː t] *n.* 筵席，宴会；节日

rotate [ə] *vi.* 旋转，循环 *vt.* 使旋转

vertical [əː ə] *adj.* 垂直的，直立的

sticky rice flour 糯米粉

snack [æ] *n.* 快餐，小吃；甜点

dried shrimp 干小虾；海米

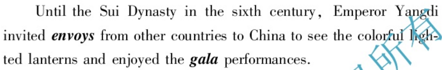


wholeness [ə] *n.* 完整；完全；全体
unity [ː] *n.* 团结；联合；一致
occasion [ə ʒə] *n.* 时机，机会；场合；理由

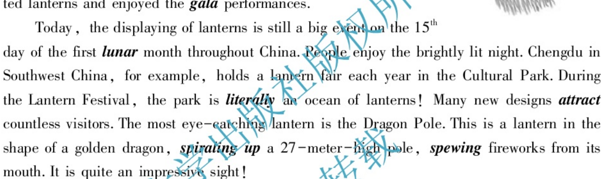
The Festival of Lanterns

The Festival of Lanterns takes place at the end of the Chinese New Year Celebration, on the fifteenth day of the first moon. Lanterns have been part of Chinese life for centuries so it's not surprised to see a festival of lanterns.

Until the Sui Dynasty in the sixth century, Emperor Yangdi invited ***envoys*** from other countries to China to see the colorful lighted lanterns and enjoyed the ***gala*** performances.

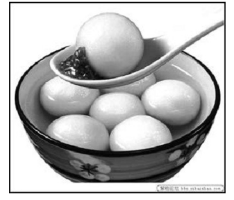


Today, the displaying of lanterns is still a big event on the 15th day of the first ***lunar*** month throughout China. People enjoy the brightly lit night. Chengdu in Southwest China, for example, holds a lantern fair each year in the Cultural Park. During the Lantern Festival, the park is ***literally*** an ocean of lanterns! Many new designs ***attract*** countless visitors. The most eye-catching lantern is the Dragon Pole. This is a lantern in the shape of a golden dragon, ***spiraling up*** a 27-meter-high pole, ***spewing*** fireworks from its mouth. It is quite an impressive sight!



People usually hang lanterns in the gardens, outside the houses, and on the boats. These lanterns are ***signposts*** to guide guests and spirits of ***ancestors*** to the ***lunar*** celebration. After a ***sumptuous*** fifteen-day ***feast***, these lanterns light the way for the spirits back to the world beyond.

Silk, paper and plastic lanterns vary in shape and size and are usually multi-colored. Some are in the shapes of butterflies, birds, flowers, and boats. Others are shaped like dragon, fruit and animal symbols of that year. The most popular type of lantern is the "horse-racing" in which figures or animals ***rotate*** around the ***vertical*** axis of the lantern.



The special food for the Lantern Festival is Yuen Sin or Tong Yuen. These are round dumplings made with ***sticky rice flour***. They can be filled and served as a sweet ***snack*** or made plain and cooked in a soup with vegetables, meat and ***dried shrimp***. The round shape of the dumpling is a symbol of ***wholeness***, completeness and ***unity***.

The Lantern Festival is an ***occasion*** for families to get together and for everyone—the young, the old, the rich and the poor to have fun.

Part Ⅳ Skill Training for Tour Guides

Fill in the blanks with the words or phrases you think appropriate.

casualties	police	instructions	distance	financial
following-up	wounded	sightseeing	gathering	promoting
consideration	handling	condition	investigation	in advance
safely				

Q1. *What measures should the guide take in case a traffic accident happens on the way of sightseeing*?（在前往景点途中发生交通事故，导游应采取什么措施?）

(1) Help the __________ especially the seriously wounded ones. If not possible, call 120 for help.

(2) Report the case to the police and protect the accident scene.

(3) Report to the travel service as soon as possible for __________.

(4) Console the other group members and continue doing __________ with them if the accident is not serious.

(5) Cooperate with the departments concerned for investigations and the travel service for handling __________ problems.

(6) Write a report in details.

Q2. *How will a local guide work with the driver of his/her group*?（导游应如何与司机相处?）

(1) Remember to address the __________ place and time in Chinese again while taking a foreign group.

(2) Inform the driver of any change in the itinerary __________.

(3) Discuss the itinerary with the driver.

(4) Take the driver's profit into __________ .

Q3. *What are possible consequences of a traffic accident on journey*? *What precautions can be done to minimize its occurrence*?（旅游交通事故会造成什么后果? 如何预防?）

(1) Accidents may cause __________ and endanger the life and property of the tourists.

(2) Accidents may cause great damage to the reputation of a travel agency and may cause __________ hardship and even bankruptcy to small and medium sized travel services.

(3) Accidents may affect the reputation of the tourist destination. Some tourists may quit the tour; fewer tourists will travel in the area where accidents happen, and travel agency may have more difficulty in __________ packaged holidays.



(4) Vehicular accidents are the most common form of the accident. Travel agency should keep coaches in good ___________ . Drivers are not allowed to drive when they are tired or exhausted.

(5) The guide should not chat with the driver who is driving; always remind the driver to drive ___________, and not to drive while drunken.

Q4. *How should a guide handle a fatal traffic accident*? (发生恶性交通事故后导游应如何处理?)

(1) The guide should immediately organize a rescue for the injured. First of all, he should keep calm and remove the tourists to a safe ___________ from the accident. Then he should help stop bleeding of the injured tourists, bandage up the wounded and send the badly wounded to the nearest hospital.

(2) The guide should report to the traffic police and the travel agency as soon as possible. A serious accident may result in heavy casualties, even fatalities, so the guide must report immediately to the traffic ___________ and the local government for help and rescue.

(3) The guide is supposed to protect the accident site for the police ___________.

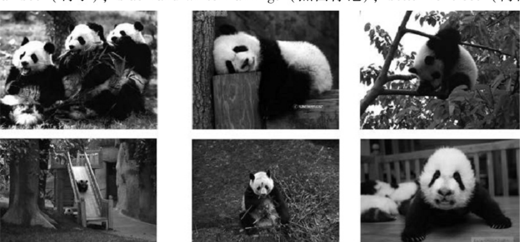
(4) He should submit to the travel agency a written report which has a detailed account of the accident, including: the cause of accident, the sequence of events, the process of ___________ accident, the tourists' feedback and the account of those responsible for the accident.

Part V　Topic on Chinese Culture: Panda

Ⅰ. Describe the formation of panda according to the following pictures.

Key Words

bamboo (竹子); black and white markings (黑白标记); bottom of trees (树根)





Ⅱ. Work in pairs. Work with partners and play the role of a local guide and the tourists, try to talk about the panda.

Speaking Tips

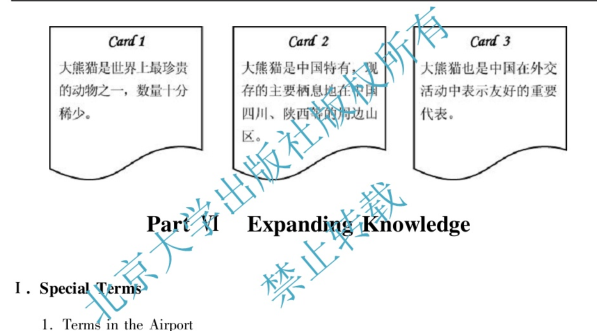
Pandas are famous for their black and white markings. It is light, soft, durable and lustrous.

Good tree climbers, pandas can also swim to escape predators.

Pandas weigh an average of 200 to 300 pounds and reach six feet in length.

Pandas feed mostly on bamboo.

Only 1,000 pandas exist in the wild and60 in zoos.



Part Ⅵ Expanding Knowledge

Ⅰ. Special Terms

1. Terms in the Airport

international airport	国际机场	domestic airport	国内机场
check-in	办理登机手续	boarding pass	登机牌
airport terminal	机场候机楼	international terminal	国际候机楼
arrivals	进站	departures	出站
international departure	国际航班出港	domestic departure	国内航班出港
security check	安全检查	transfer	中转
international passengers	国际航班旅客	transfer passengers	中转旅客
transit	过境	exit; out; way out	出口
goods to declare	报关物品	nothing to declare	不需要报关
VIP room	贵宾室	customs	海关
ticket office	购票处	cashier's desk	付款处，收银处





续表

passenger conveyer	自动步行梯	luggage carousel	行李传送带
departure lounge	候机室	taxi pick-up point	出租车乘车点
coach pick-up point	客车乘车点	airline coach service	航空公司汽车服务处
scheduled time	预计时间	actual time	实际时间
departure time	起飞时间	delayed	延误的
landed	已降落的	boarding	登机
aisle seat	靠过道的座位	window seat	靠窗户的座位
boarding gate; gate	登机口	public phone	公用电话
duty-free shop	免税店	currency exchange	货币兑换处
luggage locker	行李寄存处	luggage tag	行李牌
hand luggage; carry-on luggage	手提行李	checked luggage	托运行李
overweight	超重	charge for overweight luggage	超重费
personal belongings	随身物品	luggage claim	行李提取处

2. Terms for AirTickets

FLTNo.	航班号	seat No.	座位号
class	座舱等级	first class	头等舱
business class	公务舱	economy class	经济舱
reservation status	订座情况	ticket confirm	机票确认

3. Terms for Railway

track	轨道	train	火车
express train	特别快车	fast train	快车
through train	直达快车	stopping train, slow train	慢车
excursion train	游览列车	railcar	轨道车
carriage	车厢	sleeping car, sleeper	卧车
dining car, restaurant car, luncheon car	餐车	sleeper with couchettes	双层卧铺车
berth, bunk	铺位	up train	上行车
down train	下行车	passenger train	客车
station, railway station	车站，火车站	station hall	车站大厅

续表

booking office, ticket office	售票处	ticket-collector, gateman	收票员
platform	月台，站台	platform ticket	站台票
waiting room	候车室	platform bridge	天桥
platform-ticket	验票门	terminus	终点站
luggage van, baggage car	行李车	car attendant, train attendant	列车员
conductor	列车长	rack, baggage rack	行李架
left-luggage office	行李寄存处	timetable	时刻表
change, transfer	换乘	ticket inspector	查票员
the train is due at…	在（某时）到达	to break the journey	中途下车

4. Terms for Boat or Ship

sailing boat, sailing ship	帆船	yacht	游艇，快艇
(ocean) liner	远洋班轮	packet boat	定期客船
cabin	船舱	hovercraft	气垫船
life buoy	救生圈	lifeboat	救生艇
life jacket	救生衣	stateroom	特等舱
First-class stateroom (cabin)	头等舱	Second-class stateroom (cabin)	二等舱
Third-class cabin	三等舱	to embark, to ship	乘船
to land	抵岸	to transship	换船
to disembark	上岸	to board a ship; to embark; to go aboard	上船
to disembark from a ship, to go ashore, to land	下船	on board a ship, aboard	在船上

Ⅱ. Useful Expressions

1. Is this the Flight 238 from Sydney?
   这是来自悉尼的238次航班吗？
2. How many pieces of luggage would you like to check in?
   您想托运多少件行李？
3. May I have your passports and tickets?
   我可以看一下你们的护照和票吗？
4. Your luggage claim tags are attached to the ticket cover.
   您的行李领取牌粘在票面上了。



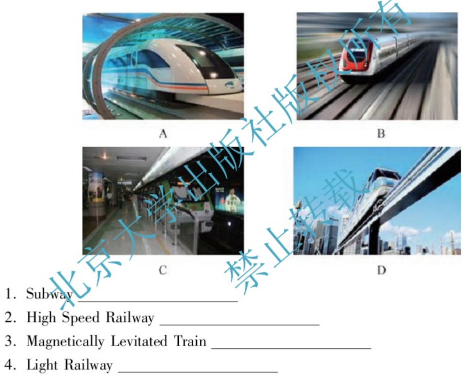
5. Your seat is 3C. It is an aisle seat.
   您的座位号是3C，靠过道。
6. It is a “non-stop flight”, not a “direct flight”.
   这是直飞航班，不是直达航班。
7. I'm sorry, sir. You are not supposed to bring fresh fruits into Germany.
   抱歉，先生，您不能带新鲜水果到德国。
8. Flight AF 981 for Paris has been delayed due to engine trouble.
   飞往巴黎的981次航班由于发动机故障推迟起飞。
9. Sorry, sir, the Flight 928 fromSingapore will be one hour late on account of big fog.
   抱歉，先生，由新加坡来的928次航班由于大雾天气将要晚点一小时到达。
10. Your luggage exceeds the free baggage allowance.
    您的行李超过免费限额。
11. Which seat do you prefer, a window seat or an aisle seat?
    您喜欢什么样的座位，是靠窗的，还是靠过道的?
12. Please don't forget to claim your checked luggage.
    请记得领取您的托运行李。
13. Can I make a connecting flight here to Los Angeles?
    我可以在这里转机到洛杉矶吗?
14. This bag is for storage in an overhead bin or under the seat.
    这件行李可放在头顶上方的行李箱里或放在座位底下。
15. I would like to be compensated for the damage to my luggage.
    我想要行李损坏赔偿。
16. May I have an upper berth?
    我能睡上铺吗?
17. We will take the maglev train from the airport to the downtown.
    从机场到市中心，我们将乘坐磁悬浮列车。
18. It's rush hour now. The traffic is terrible.
    现在是交通高峰期，道路很拥挤。
19. I would like to go there by subway.
    我想乘地铁到那里。
20. Can I get a ticket from the ticket machine?
    我能从售票机买票吗?
21. Which platform should I go for the train?
    我应该到哪一个站台等火车?
22. We were in a traffic accident.
    我们碰上交通事故了。
23. Where is the nearest subway station?
    最近的地铁在哪里?



24. Go straight down on this street and then turn right at the third intersection.
    沿着这条路直走，然后在第三个十字路口右转。
25. Where does the taxi stand?
    出租车站在哪里？
26. Two round-trip tickets to Cambridge for nine o'clock tomorrow.
    两张明天 9 点到剑桥的往返票。

Part Ⅶ　Exercises

Ⅰ. Match the following pictures with their English names.



1. Subway ____________________
2. High Speed Railway ____________________
3. Magnetically Levitated Train ____________________
4. Light Railway ____________________

Ⅱ. Translate the following sentences into English.

1. 我们将在 10 分钟内降落台北机场。
2. 您这架航班的目的地是哪里？
3. 这里是北京首都国际机场。
4. 是否可替我更换座位？
5. 您飞行愉快吗？
6. 还有多久到达檀香山？
7. 这架航班会准时到达吗？
8. 我担心能否赶上转机航班。
9. 对不起，哪里是行李提领区？
10. 我想要确认我预订的机位。



Ⅲ. Complete the following dialogues in English with the information given.

A: Excuse me Madam, ____________________ (我能为您做些什么)?

B: I feel a bit ____________________ (晕机). Do you have some pills?

A: Yes, we have. I'll bring the pills. ____________________ (请您稍等一下).

B: Thanks.

A: Hi, here is the pill for air sickness. And this is a hot towel. I suggest you put it on your head and

have a rest. ____________________ (也许您会感觉好一点).

B: Wow, it's very kind of you. Thank you.

A: ____________________ (我还能为您做些什么)?

B: I don't want to eat anything. So please don't serve me the meals and drinks.

A: Sure. ____________________ (我们将在两个小时后着陆). If you need to meet a doctor, we can contact with the ground to arrange for you in advance.

B: OK. If I need, I'll inform you.

Ⅳ. Role-play

Work with your desk-mate and play the role of a tourist and a local guide. The local guide should give some information to the tourists during the flight.

Unit Four

Traveling Ⅰ





Part Ⅰ　Passage Learning



Words and Expressions

saying [ŋ] *n.* 谚语，格言
qualified [ɔ] *adj.* 有资格的，能胜任的
warm-hearted [əː ɑː] *adj.* 热心的，热忱的
considerate [ə ə] *adj.* 考虑周全的，体贴的
procedure [ə ː ʒə] *n.* 手续，步骤，程序
willingness [ŋ] *n.* 意愿，愿意
sincerely [ə] *adv.* 诚心地
gracious [ʃə] *adj.* 亲切的；和蔼的；高尚的；高雅的
enthusiastically [θ ː æ ə] *adv.* 热心地；满腔热情地
efficiently [ʃə] *adv.* 有效地，效率高地
mentally [ə] *adv.* 精神上；心理上
complaint [ə] *n.* 抱怨；诉苦；投诉；控告
proficient [ə ʃə] *adj.* 熟练的，精通的 *n.* 专家，能手
command [ə ɑː] *vt./vi./n.* 命令，指挥；控制，掌握；运用力，控制力
move [ː] *vt.* 移动；感动
effective [ ] *adj.* 有效的；起作用的
receptionist [ʃə] *n.* 接待员；传达员
deliver [ə] *vt.* 发表；递送；交付
extend [ ] *vt.* 延伸，扩大，给予
inform …of 通知，告诉
facility [ə] *n.* 设施，设备
last but not the least 最后一点，也是非常重要的一点
remind [ ] *vt.* 提醒，使想起
by heart 凭记忆，记牢

Meeting Guests and Deliver a Welcome Speech

Meeting the guests at the airport is the first important step throughout the whole reception in tourism[1]. There is a ***saying*** in English "well begun is half done", emphasizing the importance of the beginning. As a ***qualified*** tour guide, you should play the role of a tour guide





well at the very beginning, and you should be ***warm-hearted***, humorous and ***considerate***[2].

The ***procedure*** of meeting guests at the airport includes finding the guests, greeting the guests, counting the number of the guests and checking the luggage. Then, you lead the guests to the bus.

During the course, you should always welcome the guests to your city or your country and ask them for questions or requests[3]. Express your ***willingness*** to serve them ***sincerely*** and honestly, and wish them a pleasant journey and an enjoyable stay in your city or your country.

To guide a tour group successfully, a guide must try to create a good first impression on his/her tourists[4]. Therefore you must make a full preparation before hand. You should be prepared to work in a friendly, ***gracious***, and sincere manner and handle problems ***enthusiastically*** and ***efficiently***. Meanwhile, you must be ***mentally*** ready to face ***complaints*** from tourists.

With ***proficient*** skills and a good ***command*** of knowledge, a guide must try to ***move*** tourists with a pleasant personality. You are expected to have a high sense of ***responsibility*** and be ***effective***, humorous and thoughtful. Also, you must be able to coordinate well with tourists, their escort/national guide, the coach driver, hotel staff, restaurant ***receptionists***, and all those people concerned.

To ***deliver*** a welcome speech, a tour guide should first express his warm-hearted welcome and ***extend*** his greetings to the tourists who have just arrived; second, he should introduce himself, the driver and the travel agency he works for; third, he should express his wish to provide quality service; fourth, he may ***inform*** tourists ***of*** the hotel in which they are to check in, and its location and ***facilities***; he may also give a brief introduction to the tourist sites that tourists plan to visit. ***Last but not the least***, try to take this chance to wish tourists have a good time during their stay. If a guide has something important to ***remind*** tourists, don't forget to repeat it until every tourist learns it ***by heart***[5].



Notes

1. Meeting the guests at the airport is the first important step throughout the whole reception in tourism. 机场迎接客人是整个旅游接待活动中最重要的一步。



2. You should play the role of a tour guide well at the very beginning, and you should be warm-hearted, humorous and considerate. 应该在最开始的时候就扮演好导游这个角色，并且要热心、幽默和体贴。
3. During the course, you should always welcome the guests to your city or your country and ask them for questions or requests. 在这个过程中，应该经常对游客来到你所在的城市或国家表示欢迎，并且了解他们的问题和需求。
4. To guide a tour group successfully, a guide must try to create a good first impression on his/her tourists. 要想成功带团，导游要努力给游客留下美好的第一印象。
5. If a guide has something important to remind tourists, don't forget to repeat it until every tourist learns it by heart. 如果导游有重要的事情要提醒游客，记得多重复几遍，直到所有的游客都记下。

Part Ⅱ　Situational Dialogue

Ⅰ. Dialogue

Beijing Capital Airport 北京首都机场
tour manager 领队
China International Travel Service 中国国际旅行社
branch [ɑː ʃ] *n.* 分工，分社
luggage [ʌ ʒ] *n.* 行李，皮箱
porter [ɔː ə] *n.* 行李工，搬运工
lobby [ɔ] *n.* 大厅，休息室
China Youth Travel Service 中国青年旅行社
nevertheless [əðə] *adv.* 然而，不过，虽然如此 *conj.* 然而，不过
shuttle [ʃʌ] bus 班车（在较短距离之间往返的交通车）
parking lot 停车场

Dialogue 1

Lin Yuan is a local guide, she is meeting a tour group from America at Beijing Capital Airport. She is talking with the tour manager, Mr. Green.

(A: Lin Yuan　B: Mr. Green)

A: Excuse me. Are you Mr. Green from America?

B: Yes, I am. Are you our local guide here?

A: Yes. I'm Lin Yuan from ***China International Travel Service***, Changchun ***branch***. Welcome here.

B: Thank you.



A: How was your trip?

B: Pretty good. People were chatting all the way. They are getting off the plane now.

A: No hurry. But can I check the ***luggage*** first?

B: Of course. Here you are. There are 18 pieces altogether. Shall we take them to the bus?

A: No, you needn't. I'll ask the ***porter*** to take care of them[1]. Is everybody here now?

B: Let me check. Yes, everyone is here.

A: Before we move, could you tell the guests to follow my flag since it's so crowded here?

B: Sure. You go ahead and we will follow you.

Dialogue 2

In the airport lobby, Meng Jun, a young tour guide from theChina Youth Travel Service, is greeting a tourist group from the United States headed by James Green.

(A: Meng Jun　B: James Green)

A: Excuse me! Are you Mr. Green from Los Angeles?

B: Yes, I'm James Green.

A: Nice to meet you, Mr. Green. I'm Meng Jun, your tour guide from the China Youth Travel Service. Just call me Jun.

B: Nice to meet you, too.

A: (Meng Jun shakes hands with Mr. Green and other guests) Welcome to China!

B: We're so glad you've come to meet us at the airport, Jun.

A: You are welcome! Did you have a good trip, Mr. Green?

B: Yes, quite pleasant. But we feel a bit tired after the long flight.

A: Yes, you must. You all need a good rest first.

B: ***Nevertheless*** we are all excited that we've finally arrived in the country that we have been wishing to see for years.

A: You will have plenty of time to see the interesting places in China. Is everyone in the group here?

B: Yes, a party of ten. We have five ladies and five gentlemen.

A: Good. Can we go now? Shall I help you with your luggage, Mr. Green?

B: No, thanks. I can manage.

A: Please follow me, ladies and gentlemen! The ***shuttle bus*** is just waiting in the ***parking lot***[2].

B: That's fine. Hurry up, guys!

A: This way, please.



Ⅱ. Welcome Speech



Words and Expressions

on behalf of 代表，为了
colleague [ɔ ː] n. 同事，同僚
suppose [ə ə] vi. 料想，猜想
reset [ː] vt. 重新设定
encompass [ʌ ə] vt. 包含，包围，环绕
territory [ə] n. 领域，领土，范围
ahead of 在……之前
be considered as 被认为/看作是……
civilization [ʃə] n. 文明，文化
date back 追溯到，回溯至
establish [æ ʃ] vt. 建立，安置，创办
afford [ə ɔː] vt. 给予，提供，买得起
economic [ː ə ɔ] adj. 经济的
reform [ɔː] n. 改革
modernization [ɔ ə ʃə] n. 现代化
Sheraton Hotel 喜来登酒店
extend [ ] vt. 伸出；扩大；延伸；给予
request [ ] vt. 要求，请求 n. 请求；需要
hesitate [ ] vi. /vt. 犹豫，踌躇，有疑虑
surname [əː] n. 姓，姓氏
at your service 愿意为你效劳；乐意效劳；为您服务
suggestion [ə ʒ ʃə] n. 示意，建议
plate number 车牌

(1)

Good morning, ladies and gentlemen. I am Zhao Lin from China Travel Service. ***On behalf of*** my company and my ***colleagues***, I'd like to say welcome to China and welcome to Beijing, our capital city. I'll be one of your guides during your stay in China. Please allow me to introduce our local guide, Mr. Zhang, and our driver, Mr. Lin.

For most of you I ***suppose*** this is your first trip to China. You must be tired after such a long flight. Please ***reset*** your watches[3]. It is 10:00 a. m. Beijing time. Although China ***encompasses*** enough ***territory*** to include five different time zones, all of the clocks and wat-



ches in this nation are set to Beijing standard time, except Xinjiang. We are 8 hours ***ahead of London***, 13 hours ahead of New York City, 14 hours ahead of Chicago, 15 hours ahead of Denver, and 16 hours ahead of San Francisco.

While you are here, you will experience our culture and history as well as the achievement of modern China[4].

Chinese culture ***is considered as*** one of the oldest ***civilizations***, while the PRC is among the youngest nations of the world[5]. The history of Chinese culture and China ***dates back*** to over 5,000 years ago, while the People's Republic of China was ***established*** on October 1st, 1949.

We are still a developing country, especially in tourism area. In the past, Chinese people could only ***afford*** the necessities of life. After the beginning of the ***economic reform*** in 1978, we are making progress towards ***modernization***, and we are having some free time and money to tour, not only in China but also abroad. Years ago, we didn't have enough hotels and restaurants to serve tourists. But now, things are quite different.

We'll arrive at ***Sheraton Hotel*** in about 45 minutes, where you will stay in Beijing. Mr. Zhang will tell you more about Beijing and China. Please sit back and relax.

Thank you.

(2)

Good morning, ladies and gentlemen. First, welcome to Beijing and welcome to China.



Please sit down and relax. Your luggage will be sent to our hotel by another bus later, so you don't have to worry about it.

Now I would like to introduce ourselves. Our driver is Mr. Zhang, who has 10 years of driving experience. My name is Feng Liping, and my English name is Lily. You can just call me Lily. We are from China International Travel Service, Beijing branch. On behalf of Beijing CITS, I'd like to ***extend*** a warm welcome to all of you.

During your stay in this city, we'll do everything to make your visit a pleasant experience. If you have any questions or ***requests***, please don't ***hesitate*** to let us know.

I hope you will enjoy your stay here.



(3)

Good morning, ladies and gentlemen, welcome to China.

Allow me to introduce myself. My name is Huang Lan, Huang is my ***surname***, so you may call me Xiao Huang. I am a tour guide from China International Travel Service, Changchun Branch. And this is Mr. Deng, our driver, who has 10 years of driving experience. We are glad to have all of you here.

I'll be with you during your five-day tour in this city and we will be ***at your service*** at any time. We'll do everything possible to make your visit a pleasant experience. If you have any problems or ***suggestions***, please don't hesitate to let me know.

The hotel you'll stay is White Swan Hotel. It offers the best service in this city. We shall meet at the hotel lobby at 7:30 for your first visit tomorrow. Please do remember the ***plate number*** of our coach. The number is 12345. Thank you.

I hope you will enjoy your stay in this city.

Notes

1. I'll ask the porter to take care of them. 我会让行李员送的。
2. The shuttle bus is just waiting in the parking lot. 旅游车在停车场等着大家呢。
3. Please reset your watches. 请重新设置你们的手表。
4. While you are here, you will experience our culture and history as well as the achievement of modern China. 在这里你们会感受到中国的文化、历史和现代中国取得的成就。
5. Chinese culture is considered as one of the oldest civilizations, while the PRC is among the youngest nations of the world. 中华文化被认为是世界上最古老的文化之一，而中华人民共和国却是世界上最年轻的国家之一。

Part Ⅲ Traditional Holiday Introduction



Words and Expressions

seasonal [ː ə ə] *adj.* 季节性的；周期性的

high time 应该立即做某事的时候

plow [ ] *vt.* 犁；耕地

sow [ə] *vt.* 播种

commemoration [ə ə ʃə] *n.* 纪念；纪念会；庆典

sacrifice [æ] *n.* 牺牲；供奉；祭品 *vt.* 牺牲；献祭



minority [ɔ ə] *n.* 少数民族，少数派 *adj.* 少数的

ethnic [θ] *adj.* 种族的；人种的

tomb [ː] *n.* 坟墓；死亡

cemetery [ə] *n.* 墓地，公墓

extremely [ː] *adv.* 非常，极其

jam [ʒæ] *vi.* 堵塞 *vt.* 使堵塞 *n.* 果酱；拥挤；困境

simplify [ ] *vt.* 简化；使单纯；使简易

incense [ ] *n.* 香 *vi.* 焚香

memorial tablet 牌位

in contrast to 与……形成对照

spring outing 春游

uniqueness [ː ː] *n.* 独特性，独一无二

a string of 一系列，一串

thread [θ] *n.* 线，线状物

god's lantern 神灯

survival rate 成活率

sapling [æ ŋ] *n.* 树苗，年轻人

Arbor Day 植树节

Gregorian calendar 公立，阳历

Qingming Festival

The Qingming (Pure Brightness) Festival is one of the 24 ***seasonal*** division points (solar terms) in China, falling on April 4–6 each year. After the festival, the temperature will rise up and rainfall increases. It is the ***high time*** for spring ***plowing*** and ***sowing***. But the Qingming Festival is not only a seasonal point to guide farm work, it is more a festival of ***commemoration***.

The Qingming Festival sees a combination of sadness and happiness.



This is the most important day of ***sacrifice***. Both the Han and ***minority ethnic*** groups at this time offer sacrifices to their ancestors and sweep the ***tombs*** of the dead. Also, they will not cook on this day and only cold food is served.

The Hanshi (Cold Food) Festival was usually



one day before the Qingming Festival. As our ancestors often extended the day to the Qingming, they were later combined.

On each Qingming Festival, all ***cemeteries*** are crowded with people who come to sweep tombs and offer sacrifices. Traffic on the way to the cemeteries becomes ***extremely jammed***. The customs have been greatly ***simplified*** today. After slightly sweeping the tombs, people offer food, flowers and favorites of the dead, then burn ***incense*** and paper money and bow before the ***memorial tablet***.

In contrast to the sadness of the tomb sweepers, people also enjoy hope of Spring on this day. The Qingming Festival is a time when the sun shines brightly, the trees and grass become green and nature is again lively. Since ancient times, people have followed the custom of ***spring outings***. At this time tourists are everywhere.



People love to fly kites during the Qingming Festival. Kite flying is actually not limited to the Qingming Festival. Its ***uniqueness*** lies in that people fly kites not only during the day, but also at night. ***A string of*** little lanterns tied onto the kite or the ***thread*** look like shining stars, and therefore, are called "god's lanterns".

The Qingming Festival is also a time to plant trees, for the ***survival rate*** of ***saplings*** is high and trees grow fast later. In the past, the Qingming Festival was called "***Arbor Day***". But since 1979, "Arbor Day" was settled a on March 12th according to the ***Gregorian calendar***.

Part Ⅳ Skill Training for Tour Guides

Fill in the blanks with the words or phrases you think appropriate.

code	sign	tour leader	obvious	arrangement	weather
on behalf of	flag	itinerary	railway station		promote
responsibilities	arrival	sincerely	arouse	concerned	

Q1. *In the airport, how can a tour guide find your group?* （在机场导游如何找到旅游团?）

(1) Stand in a __________ place where your group can easily find you.

(2) Raise your __________ or sign with group name high so the group can easily find you.

(3) Make phone call to the __________ and tell him or her the place where you are waiting.



(4) When you meet your group, you should double-check the tour ________, the number of pax or the other information with the tour leader to make sure this is the group you are going to receive.

Q2. *What should a guide do if a tour group misses the airline, train or ship?* (如果旅游团错过了飞机、火车或轮船，导游该如何做?)

(1) Report to the Travel Service or the ________ departments and ask for help.

(2) Contact the airport, ________ or port and help the tour members transfer to the follow-up flight/train/ship immediately or transfer to the charter liner or other means of vehicles.

(3) Soothe the tour members and make a good ________ for the accommodations and the tour during the stay.

(4) Inform the next destination immediately to alter the ________.

(5) Make an apology to the tour members.

(6) Submit a trip report including full explanation of problems and ________.

Q3. *What should the local guide do before the tourists' arrival?* (游客到达前导游应做些什么?)

(1) Reconfirm the ________ time of the vehicle.

(2) Contact the bus driver.

(3) Arrive at the airport or rail station half an hour earlier.

(4) Reconfirm the arrival time of the flight or train once again.

(5) Await the arrival of the group with the ________ at a place where the guests can easily see you.

Q4. *What should be mentioned in a welcome speech?* (欢迎词应包含哪些内容?)

(1) Greeting the tour member ________ the Travel Service.

(2) Introduction of yourself and the driver.

(3) Expressing wishes to serve guests ________ and honestly.

(4) Wishing the tourists a pleasant journey and wonderful stay.

Q5. *How should the guide do on the way to tourist sites?* (在去景点的途中，导游该怎么做?)

(1) Inform the tourists of the ________ condition and the latest news both at home and abroad.

(2) Inform the tourists of the itinerary of the day.

(3) Introduce the local customs and scenery on the way, and answer the tourists questions.

(4) Briefly introduce the tourist destination in order to ________ tourist's interest.

(5) If there is a long way, initiate the entertainments to ________ the friendship between tourists and activate the tourists.



Part Ⅴ Topics on Chinese Culture: Traditional Chinese Medicine

Ⅰ. Describe the formation of Traditional Chinese Medicine according to the following pictures.

Key Word

ginseng (人参); deer horn (鹿茸); pill (药片)



Ⅱ. Work in pairs. Work with partners and play the role of a local guide and the tourists, try to talk about Traditional Chinese Medicine.

Speaking Tips

Traditional Chinese Medicine treatment is mild and tonic.

The curative processes of Traditional Chinese Medicine are slow.

Traditional Chinese Medicine is not limited to the vegetable kingdom.

Traditional Chinese Medicine also includes strange things such as insects, deer horn, tiger bones.

Many Traditional Chinese Medicine are also in the form of pills, ointments and powders.

Card 1

中国人对中草药的探索经历了几千年的历史。

Card 2

中草药是中医预防治疗疾病所使用的独特药物。

Card 3

中草药的疗效在当今世界上越来越被重视。

Part Ⅵ Expanding Knowledge

Ⅰ. Special Terms

1. Tourism

tourist season	旅游季节	travel agency/service	旅行社
peak season	旺季	off season	淡季
tour brochure	旅游小册子	tour route	旅游路线
guide book	旅游指南	tourist map	旅游地图
itinerary	旅行计划，节目	tour guide	导游
local guide	地接导游	national guide	全程陪同
tour leader	领队	local travel agency	地接社
sponsor travel agency	组团社	tour code	团号
tour guide certificate	导游证	guide banner	导游旗

2. Types of Travelers/Tourists

tourist group	旅游团	package tourist	团队游客
individual tourist	散客	sightseer	观光客
regular tourist	回头客	excursionist	短途旅行者
overseas traveler	出入境旅行者	day tripper	一日游旅客
domestic traveler	国内旅游者	veteran traveler	旅行家
cultural traveler	人文旅行者	nature lover	自然风光旅行者
traveling shopper	购物旅游者	business traveler	商务旅游者
coach traveler	包车旅游者	train traveler	火车团旅游游客
self-driver traveler	自驾车游客	sea traveler	海上旅游游客
organized mass tourist	全包旅游游客	independent traveler	自助游游客

3. Tourist Attractions and Resorts

tourist destination	旅游目的地	tourist spot	旅游景点
tourist resort	旅游胜地	place of interest	名胜之地
heritage sites	名胜古迹	cultural heritage	文化遗产
remains of ancient culture	文化遗址	remains of historic relics	历史遗址



续表

eco-tourism	生态旅游	national eco-park	国家生态公园
national geo-park	国家地质公园	nationalforest park	国家森林公园
game sanctuary	野生动物保护区	safari park	野生动物园
theme park	主题公园	amusement park	娱乐公园
botanical garden	植物园	holiday resort	度假圣地
holiday villa	度假村	summer resort	避暑胜地
ski resort	滑雪胜地	medical spring	疗养温泉
hop spring resort	温泉度假村	seaside resort	海滨疗养地
seaside sanitarium	海滨浴场	mountain resort	避暑山庄
national nature reserve	国家自然保护区	eco-agricultural garden for tourism	农业观光生态园

4. Five Most Famous Mountains

Mount Taishan in Shandong Province	山东泰山
Mount Huashan in Shaanxi Province	陕西华山
Mount Hengshan in Hunan Province	湖南衡山
Mount Hengshan in Shanxi Province	山西恒山
Mount Songshan in Henan Province	河南嵩山

5. Four Buddhist Holy Mountains

Mount Jiuhuashan in Anhui Province	安徽九华山
Mount Putuoshan in Zhejiang Province	浙江普陀山
Mount Emeishan in Sichuan Province	四川峨眉山
Mount Wutaishan in Shanxi Province	山西五台山

6. Four FamousTaoism Holy Mountains

Mount Wudangshan in Hubei Province	湖北武当山
Mount Longhushan in Jiangxi Province	江西龙虎山
Mount Qingchengshan in Sichuan Province	四川青城山
Mount Laoshan in Shandong Province	山东崂山

Ⅱ. Useful Expressions

1. Ladies and gentlemen, on behalf of China International Travel Service and our driver, I would like to extend our warmest welcome to you.

女士们，先生们，我谨代表中国国际旅行社和我们的司机，对大家的到来表示最热烈的欢迎。

2. During your stay in this city, Mr. Chen and I will be at your service.
   在你们于本市旅游期间，陈先生和我将竭诚为你们服务。
3. I hope you will enjoy your stay here.
   希望你们在这里过得开心。
4. Is everybody on the bus?
   大家都上车了吗？
5. If you have any problem or request, please do not hesitate to let us know.
   如果你们有什么困难和要求，请告诉我们。
6. I will be with you during your stay here these days.
   这些日子我将与你们在一起。
7. Take the lead, please. I'll bring up the rear.
   请您带路，我殿后。
8. Huangpu River originates from Zhejiang Province. It is 80 kilometers long and 400 meters wide, running through the city of Shanghai.
   黄浦江源于浙江省，长 80 公里，宽 400 米，贯穿整个上海市。
9. Yu Yuan Garden has a history of 400 years. It was built in the Ming Dynasty.
   豫园有 400 多年的历史，建于明朝。
10. We are deeply attracted by this garden.
    我们已被这个园子深深吸引了。
11. Here are our tickets for admission.
    这是我们的门票。
12. Meanwhile, you can get a glimpse of China's foreign trade with other countries.
    与此同时，你们可以对中国的对外贸易略窥一斑。
13. Known as the "Oriental Paris" and "Pearl of China", Shanghai is the most prosperous city in China.
    被称为“东方巴黎”和“中国珍珠”的上海，是中国最繁华的城市。
14. The cruise will take about one hour and twenty minutes, including a visit to the biggest artificial islet named Lesser Yingzhou.
    乘船游览时间为 1 小时 20 分钟，包括参观号称“小瀛洲”的最大的人工岛。
15. Can we see some of the top ten views on our way there?
    去那的途中我们会看到十大景观中的一部分吗？
16. Now I believe you're ready for the tour today.
    现在我相信今天大家已经做好旅游的准备了。
17. Now, get yourselves well seated, please.
    现在请大家坐好。
18. Our program for today is to tour the city of Suzhou.
    我们今天的行程是苏州城市游。



19. We'll have a good bus view of the city and then do some detailed exploration to some scenic spots.
    我们将车游这个城市，然后到一些景点进行游览。
20. Hope you enjoy your stay in Shanghai.
    希望你们在上海玩得开心。
21. You may leave your luggage on the coach, and just carry your camera and valuables.
    你们可以把行李放在车上，只带上相机和贵重物品即可。
22. Now we are standing in front of the Ancient Town of Lijiang.
    现在我们来到了丽江古城。
23. Here is the coach for our trip. Please keep the number in mind.
    这就是我们的游览车了，请记住车号。
24. All aboard, please.
    请大家上车。
25. Please remember the number of the boat and come back here before 11 o'clock.
    请大家记住船号，11 点之前返回。
26. As we go, I'll mention places of interest and talk about their history, cultural, or political importance.
    在游览过程中，我将向大家介绍一些名胜，包括它们的历史、文化和政治意义。
27. We're heading for the boat pier.
    我们现在就前往码头。
28. It's going to be quite a day for you.
    这将是你们难忘的一天。
29. I'd like to have your help in making this trip a success.
    有你们的相助，这次旅行将进展顺利。
30. I wish you all a pleasant time.
    祝大家玩得开心。
31. From here, we can have a broad view of all the beautiful scenery.
    从这里，我们能将美景尽收眼底。
32. As far as I know, it's the largest pavilion on West Lake, called Mid-Lake Pavilion.
    据我所知，这是西湖上最大的亭子，叫湖心亭。

Part Ⅶ Exercises

Ⅰ. Complete the following blanks.

1. What does Meeting guests include?
   ____________________ the guests.



Greeting the ____________________.

Counting the ____________________ of the guests.

Checking the ____________________.

Leading the guests to the ____________________.

2. What should a welcome speech include?

Express his ____________________ welcome.

Extend his ____________________ to the tourists.

Introduce himself, the driver and ____________________.

Express his wish to provide quality ____________________.

____________________ tourists of the hotel.

Introduce the ____________________ and tourists plan.

Wish tourists ____________________.

Ⅱ. Translate the following sentences into English

1. 请对一下手表。
2. 我们是发展中国家，特别是在旅游领域。
3. 但是现在完全不同了。
4. 请坐好并休息。
5. 我们的司机张先生有10年的驾驶经验。
6. 如果有任何问题或要求，请及时让我们知道。

Ⅲ. Complete the following dialogues in English with the information given.

(Wang is meeting a tourist at the airport.)

(A: Wang　　B: Wilson)

A: Excuse me, ____________________ (你是来自美国的威尔逊先生吗)?

B: Yes, I am.

A: I'm Wang, the secretary of ____________________ (青岛青年旅行社).

B: How do you do, Miss Wang.

A: How do you do, Mr. Wilson. Welcome to China.

B: Thank you. It's very kind of you to come to meet me at the airport, Miss Wang.

A: It's a pleasure. ____________________ (希望您旅途愉快).

B: Very nice. Thank you.

A: I'm glad to hear that. ____________________ (这是您第一次来中国吗), Mr. Wilson?

B: Yes, the very first.

A: Hope you will enjoy your staying here in Qingdao.

B: Thanks. I'm sure I will.

A: Our company's car is waiting over there. ____________________ (我们的车会送



您去酒店）. May I help you with your luggage?

B: No, thanks. I can manage it all right. Let's go on.

Ⅳ. Role-play

Suppose you're a local guide, and you're receiving a foreign group at 7:00 a.m. at the airport, try to make a welcome speech on the way to the hotel.



Unit Five

Traveling Ⅱ







Part Ⅰ Passage Learning

1. Jilin Rime



Words and Expressions

rime [ ] *n.* [水文] 雾凇；白霜；结晶
gorge [ɔː ʒ] *n.* 峡谷
mist [ ] *n.* 薄雾 *vi.* 下雾；变模糊 *vt.* 使模糊；使蒙上薄雾
attach [ə æ ʃ] *v.* 附加；附属；伴随
grain [ ] *n.* 粮食；颗粒；[作物] 谷物；纹理 *vi.* 成谷粒 *vt.* 使成谷粒
crystal [ə] *n.* 水晶；结晶，晶体
centigrade [ ] *adj.* 摄氏的；[仪] 摄氏温度的；百分度的
hydraulic [ɔː] group 水轮发电机组
freeze [ː] *vi.* 冻结；冷冻；僵硬 *vt.* 使……冻住；使……结冰；*n.* 冻结；凝固
vapor [ə] *n.* 蒸汽；烟雾 *vt.* 使……蒸发 *vi.* 蒸发；吹牛；沮丧
misty [ ] *adj.* 模糊的；有雾的
poplar [ə ə] *n.* 白杨；白杨木
willow [ə] *n.* [林] 柳树 *adj.* 柳木制的
dyke [ ] *n.* 堤
stage [ʒ] *n.* 阶段；舞台 *vt.* 举行；上演；筹划



Jilin ***rime*** is said to be a symbol of the spring in winter, together with other three landscapes, Guilin Scenery[1], Yunnan Stone Forest[2], and Three ***Gorges*** in Yangtze River[3], are called as the Four China natural Wonders. On the way to the rime scenery zone, please allow me to introduce the process of how the rime comes into being.

The rime is also called as "the ***mist attached*** to trees". When fog and steam meet cold at the temperature below zero degree, it becomes the Rime[4]. There are two kinds of rime, one looks like a ***grain***, and the other looks like ***crystal***. And the Jilin Rime belongs to the kind of crystal. There are three conditions for forming Jilin Rime. They are steam, temperature 25 degree ***centigrade*** below zero and light wind below three degree.



Why does the rime form in Jilin?

Going northward along the Songhua River From Jilin City, we can get to the Fengman Power Station and Songhua Lake. In winter, when the water goes through the ***hydraulic groups***, it becomes warmer, the water temperature keeps at around 4 degree centigrade. For the river carries large energy, the Songhua River doesn't ***freeze*** for as long as tens of kilometers. It is also a wonder in Northeast of China.

Water ***vapor*** rises from the water surface and the whole river appears to be ***misty***. There are many trees, such as pines, ***poplars***, and ***willows*** along the ***dykes***. The water vapor freezes around the trees when encountering coldness. Then the rime becomes.

Because of this special formation, Jilin rime can last several hours. What's more, the best time for sightseeing is from the end of December to the next February.



People usually divide the process of appreciation into three ***stages***. Watching the mist at night; enjoying the rime in the morning; appreciating the fallen flowers at noon[5]. The first stage refers to the very night, people can watch the beautiful mist before the rime takes its shape. The second activity is in the next morning. As we all know, it's rather cold here in Jilin City and as soon as we get into the area of appreciation, a silver and magic world appears just in front of us. The last stage is when the rime begins to fall, usually after nine o'clock in the morning. The rime will fall down from the trees. This begins by few then, more and more are sliding down. When the flying rime falls on our heads and shoulders, we will get especially fresh and cool.

Except for Jilin City, Rime Island is anther place to watch the rime, which lies in the north of Jilin City, about 35 kilometers away. In each winter, it will attract thousands of visitors from hom and abroad.

Now it is time for us to take photos and have nice memories.

2. Deliver a Farewell Speech



Words and Expressions

look back on 回顾，回忆

compliment [ɔ ə] *n./vt.* 恭维；称赞

render [ə] *vt.* 提出；实施

treasure [ʒə] *vt.* 珍爱；珍藏 *n.* 财富；财宝

cordial [ɔː ə] *adj.* 热忱的，诚恳的



essential [ʃə] *adj.* 基本的；必要的 *n.* 要点；要素；本质

salutation [æ ː ʃə] *n.* 称呼；问候；招呼；寒暄

concluding [ə ː ŋ] *adj.* 结束的；最后的

remark [ɑː] *n.* 言辞；注意 *vt.* 评论；觉察

In a farewell speech, it is necessary for you to ***look back on*** the sightseeing activities and extend your ***compliments*** to tourists for their understanding and cooperation. You may ask them for the advice and suggestions on your service you ***rendered*** them on the trip so as to better your future work. You may tell tourists that you ***treasure*** the ***cordial*** friendship with them and that you hope to meet them again in the future. Finally, you wish tourists a pleasant journey back home or a good trip to the next stop or the following place of interest they are to visit. In a farewell speech there are three ***essential*** parts: the ***salutation***, the body of speech and the ***concluding remarks***.



Notes

1. Guilin Scenery 桂林山水
2. Yunnan Stone Forest 云南石林
3. Three Gorges in Yangtze River 长江三峡
4. When fog and steam meet cold at the temperature below zero degree, it becomes the rime. 雾和蒸汽在零度以下相遇就会形成雾凇。
5. People usually divide the process of appreciation into three stages. Watching the mist at night; enjoying the rime in the morning; appreciating the fallen flowers at noon. 人们将欣赏过程分为三个阶段：即夜看雾，晨看挂，待到近午赏落花。

Part Ⅱ Situational Dialogue



Words and Expressions

phenomenon [ɔ ə] *n.* 现象；奇迹

former [ɔː ə] *adj.* 从前的，前者的；前任的

regret [ ] *n.* 遗憾；抱歉；悲叹

charm [ʃɑː] *n.* 魅力，吸引力；魔力

volcano [ɔ ə] *n.* 火山

elevation [ʃə] *n.* 海拔



miraculous [æ ə] *adj.* 不可思议的，奇迹的

rank with 与……并列

twig [ ] *n.* 小枝；嫩枝；末梢

frost [ɔ] *n.* 霜

extraordinary [ɔː ə ə] *adj.* 特别的；非凡的

puppet [ʌ] *n.* 木偶；傀儡；受他人操纵的人

imperial [ə ə] *adj.* 帝国的；皇帝的

testimony [ə] *n.* 证据；证词，证言

imperialist [ə ə] *n.* 帝国主义者 *adj.* 帝国主义的

invade [ ] *v.* 侵略；侵袭；侵扰

occupy [ɔ] *v.* 占据，占领

fascist [æʃ] *n.* 法西斯主义者 *adj.* 法西斯主义的

colonial [ə ə ə] *adj.* 殖民地的，殖民的

domination [ɔ ʃə] *n.* 支配；控制

itinerary [ə ə] *n.* 路线，旅程；旅行指南

souvenir [ː ə ə] *n.* 纪念品

gratitude [æ ː] *n.* 感恩之心，感谢，感激

punctual [ʌŋ ə] *adj.* 严守时刻的，准时的，正点的

applause [ə ɔː] *n.* 鼓掌，喝彩，赞许 *v.* 鼓掌

boarding pass 登机牌

luggage claim card 行李领取卡

security check 安检

security personnel 治安保卫人员

group visa 团体签证

Dialogue 1

The following Dialogue is between a tourist and a tour guide who is introducing the main scenic spots in Jilin Province.

(A：Tour Guide　　B：James Smith)

A：Welcome to China and welcome to Changchun, the capital city of Jilin Province. I will try my best to make your visit a pleasant journey[1].

B：Thank you very much.

A：You are welcome. By the way, is this the first time for you to come to China?

B：No. I have been to some southern parts of China several times. But this is my first visit to the north part of China.

A：So lucky you are!

B：Yes. I like China. There is too much beautiful scenery here. I like travelling, so



could you introduce some famous scenic spots to me? If time permits, I hope to visit them.

A: No problem. I will introduce three main typical landscapes to you. One mountain, one natural ***phenomenon*** and one historical culture.



B: Sounds good. I heard that there is a famous mountain in Jilin Province, but I forgot the name.

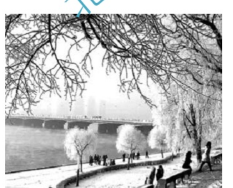
A: Well, I think you refer to the Changbai Mountain that is what I want to tell you[2]. Changbai Mountain is one of the 10 top mountains of China, which is a 5A national scenic region and regarded as the First Hill in Northeast China. In 1983, our ***former*** leader Deng Xiaoping visited the mountain, he highly appraised it, saying, "it will be a lifelong ***regret*** for not mounting the Changbai Mountain[3]".

B: Really? What's the ***charm*** of it?

A: It is a dormant ***volcano***. On the top of the mountain, there is a lake with the highest ***elevation*** in the world, the Heavenly Lake. Not all the people can appreciate the beauty of it because it depends on the weather.

B: So ***miraculous***! I would like to have a try to see if I am lucky enough. What about the natural phenomenon and what's its feature?

A: Jilin ***Rime*** is regarded as one of the Four Natural Wonders of China, ***ranking with*** the Three ***Gorges*** in Yangtze River, Yunnan stone Forest and Guilin Scenery.



B: Yes, I know this, but how does the rime form?

A: In Jilin, there is a famous river called Songhua River, as it passes through the city, its steam attaches to the ***twigs*** and branches of the trees along the banks of the river and freezes into crystal like ***frost*** rime.

B: Oh, I see. What a regret I come here in summer and miss to see the ***extraordinary*** phenomenon. What's the last one you recommend me to visit?

A: You know, Jilin Province had been controlled by Japan, they set up a ***Puppet*** Manchu State from 1932 to 1945. There is an ***Imperial*** Palace of the Puppet Manchu State in Changchun where the last emperor of Qing Dynasty, Aixinjueluo Puyi once lived. It is a ***testimony*** of Japanese ***imperialists invading*** and ***occupying*** Northeast



China and winning the ***fascist colonial domination*** over China[4].

B: OK, thank you for your introduction. I think I will visit the mountain and the palace. Would you please make an ***itinerary*** for me?

A: Sure, we can start tomorrow.

B: Good idea.

Dialogue 2

Lily, the local guide, is helping an American tour group to their car. And she is talking with the tour leader on the way to the airport.

(A: Lily　　B: Tour Leader)

A: Is all your luggage here?

B: I guess so.

A: Are you sure nothing is left behind?

B: Yeah, I am quite sure.

A: Good. Let's set off for the airport.

B: Why not?

A: How time flies! You've been in China for half a month. It seems as if it were only yesterday when I went to meet you at the airport. And now you're leaving.

B: Yeah, it has been a wonderful experience for us.

A: And what's your impression of China now?

B: Well, you know, before we came here, our knowledge about China mainly came from books and TV programs. But now it makes a very deep impression on us. I think I have a much better understanding of Chinese culture now.

A: I'm glad you have enjoyed your stay in China.

B: The ***souvenirs*** we bought here will always remind us of our unforgettable trip to China[5]. And you have been a great help to us along the way. Now, I'd like to express my ***gratitude*** to you on behalf of our members[6].

A: It's the least I can do for you. And it's a great pleasure for me to be your guide. Oh, here we are at the airport.

Dialogue 3

Now, Linda, the local guide, is making a farewell speech at the airport to a Chinese tour group.

(A: Linda　B: Tour Leader)

A: Here we are at the airport. I would like to say something to our guests. Could you



translate for me?

B: My pleasure.



A: Ladies and gentlemen, time flies fast. Now, you're leaving. I wish to say goodbye to everyone. First of all, I wish to thank you all for the understanding and cooperation you have given us in the past fifteen days. You have been very ***punctual*** on all occasions[7], which made things a lot easier for our work. You have been very attentive when we had anything to tell you. Also, you have been kind enough to offer us suggestions on how to better our guiding service. I'd like to add that you are the best group we've ever been with. Fifteen days ago, we met as strangers; today, we bid farewell to each other as friends. I hope you'll take back happy memories of your visit to America. Parting is such sweet sorrow. It is happy to meet, sorry to depart, and happy to meet again. I wish to see you again in the future and to be your guide again. Once again, thank you for your cooperation and support.

B: (to the guests) Let's give Linda a warm ***applause*** to thank her for her service.

A: Thank you. Would you please wait for me for a few seconds? I am going to get the ***boarding passes*** and ***luggage claim cards*** for you!

B: OK, don't worry.

(Linda comes back.)

A: Sorry to keep you waiting. Here are your tickets, boarding passes[8] and luggage claim cards[9]. Please check them.

B: Thank you very much.

A: Shall we go for the ***security check*** now?

B: OK. Let's go.

A: Here we are. This is the airport ***security personnel***. Now, please get your plane tickets, ***group visa*** and boarding passes ready.

B: Thank you for your help.

A: It's my pleasure. Have a wonderful time back home.

Notes

1. I will try my best to make your visit a pleasant journey. 我将尽力让你们在这里玩得开心。
2. I think you refer to the Changbai Mountain that is what I want to tell you. 我想您说的是长白山，这也正是我想要告诉您的。
3. It will be a lifelong regret for not mounting the Changbai Mountain. 不登长白山终生



遗憾。

4. It is a testimony of Japanese imperialists invading and occupying Northeast China and winning the fascist colonial domination over China. 它是日本帝国主义侵占东北，并对中国实施法西斯殖民统治的历史见证。
5. The souvenirs we bought here will always remind us of our unforgettable trip to China. 我们在这买的纪念品将会让我们常常想起这次难忘的中国之行。
6. I'd like to express my gratitude to you on behalf of our members. 我想代表我们团队向您表示感谢。
7. You have been very punctual on all occasions. 你们一向都很守时。
8. boarding passes 登机牌
9. luggage claim cards 行李牌

Part Ⅲ Traditional Holiday Introduction

Words and Expressions

fragmentation [æ ʃə] n. 破碎；分裂
conflict [ɔ] n. 冲突；矛盾 vt. 冲突；抵触；争执
originally [ə ʒə ə] adv. 最初；本来
feudal [ː] adj. 封建制度的
domain [ə] n. 领域；产业
eventually [ʃ ə] adv. 最后；终于
emerge [əː ʒ] vi. 浮现；暴露
victor [ə] n. 胜利者
unify [ː] vt. 使相同，使一致，统一
minister [ə] n. 部长；大臣
articulate [ɑː ə] adj. 发音清晰的；口才好的
rampant [æ ə] adj. 猖獗的；狂暴的
corruption [ə ʌ ʃə] n. 堕落；贪污；腐败
plague [ ] n. 瘟疫；灾祸 vt. 折磨；使苦恼
envy [ ] n./vt. 羡慕；妒忌；嫉妒
urge [əː ʒ] vt. 力劝；催促
pressure [ʃə] n. 压力；压迫 vt. 迫使
remove from 除掉；移动
exile [ ] n./vt. 放逐；流放



fall into despair 陷入绝望
grieve [ː] *vt.* 使悲伤；使苦恼
yoke [ə] *vt.* 结合；匹配
jade [ʒ] *n.* 碧玉；翡翠
phoenix [ː] *n.* 凤凰
chariot [ʃæ ə] *n.* 二轮战车
sour [ə] *adj.* 酸的 *vt.* 使失望；使变酸 *vi.* 变酸，厌烦
commemorate [ə ə] *vt.* 庆祝，纪念
anniversary [æ əː ə] *n.* 周年纪念日
spectator [ə] *n.* 观众；旁观者
canoe [ə ː] *n.* 独木舟；轻舟
stern [əː] *n.* 船尾；末端
scaly [ ] *adj.* 有鳞的；积垢的；劣等的
rower [ə ə] *n*，桨手
bring to life 使苏醒
sacred [ ] *adj.* 神圣的；庄严的；宗教的
ceremony [ə] *n.* 典礼，仪式；礼节，礼仪
grab [æ] *vt.* 攫取；夺取；霸占
annual [æ ə] *adj.* 每年的；年度的 *n.* 年刊，年鉴
community [ə ː] *n.* 社区；团体；部落

The Dragon Boat Festival

At the end of the Zhou Dynasty, the area we now know as China had fallen into a state of ***fragmentation*** and ***conflict***. While the Zhou Dynasty had ruled for several centuries, several other states, ***originally feudal domains***, tried to carve out their own kingdoms. The state of Qin would ***eventually emerge*** the ***victor*** and ***unify*** all of China under one rule for the first time in history.



Qu Yuan served as ***minister*** to the Zhou emperor. A wise and ***articulate*** man, he was loved by the common people. He did much to fight against the ***rampant corruption*** that ***plagued*** the court—thereby earning the ***envy*** and fear of other officials. Therefore, when he ***urged*** the emperor to avoid conflict with the Qin Kingdom, the officials ***pressured*** the emperor to have him ***removed from*** service. In ***exile***, he traveled, taught and wrote for several years. Hearing that the Zhou had been defeated by the Qin, he ***fell into despair*** and threw himself into the Milou River. His last poem reads:

Many a heavy sigh I have in my despair, ***grieving*** that I was born in such an unlucky time. I ***yoked*** a team of ***jade*** dragons to a ***phoenix chariot***, and waited for the wind to come, to ***sour*** up on my journey.

As he was so loved by the people, fishermen rushed out in long boats, beating drums to scare the fish away, and throwing zongzi into the water to feed braver fish so that they would not eat Qu Yuan's body.



Starting from that time to this day, people ***commemorate*** Qu Yuan through Dragon Boat Races, eating zongzi, and several other activities, on the ***anniversary*** of his death: the fifth day of the fifth lunar month.

Dragon Boat Races are the most exciting part of the festival, drawing crowds of ***spectators***. Dragon Boats are generally brightly painted and decorated ***canoes***. Ranging from 40 to 100 feet in length, their heads are shaped like open-mouthed dragons, while the ***sterns*** end with a ***scaly*** tail. Depending on the length, up to 80 ***rowers*** can power the boat. A drummer and flag-catcher stand at the front of the boat. Before a dragon boat enters competition, it must be "***brought to life***" by painting the eyes in a ***sacred ceremony***. Races can have any number of boats competing, with the winner being the first team to ***grab*** a flag at the end of the course. ***Annual*** races take place all over China, Hong Kong, Macao, Taiwan, and other overseas Chinese ***communities***.

Part Ⅳ Skill Training for Tour Guides

Fill in the blanks with the words or phrases you think appropriate.

responses	scenic spot	documents	disabled	route	feedback
take care of	aftermath	in details	police station		attractive
continue	location	remind	itinerary	formalities	
co-operation					

Q1. *What should a local guide do to present a good introduction and render other professional services at the scenic spot?* (导游在景区应如何做好介绍并提供专业服务?)

(1) Make sure to let the tourists fully enjoy the __________ within the scheduled time and money.



(2) In order to prevent the tourists from getting lost, the local guide should stay with them all the time and keep checking the number of persons. Special care should be given to the old, the weak and the __________ tourists.

(3) In introducing the scenic spots, the local guide should have a plan as what to say first, what to say next and what stories and interesting episodes to be included. The information he gives should be __________ and true with fluent expressions.

(4) He should adjust the contents and his speech pace according to the guests' __________. In a word, he should try to give the guests a great enjoyment with colorful, interesting and enjoyable guiding speeches.

Q2. *What should atour guide do to prevent tourists from getting lost?* (导游应如何预防游客走失?)

(1) To __________ tourists to remember the name of the travel service, the license plate number of the tour bus, the name and telephone number of the hotel and so on.

(2) During sightseeing, tour guide should show the __________ which the group will take and remind tourists not to stay too far away from the group, not to go to crowded places.

(3) Every day before the tour starts, the tour guide should tell tourists on the bus the arrangement of the whole day, including the route of scenic spots, the name and __________ of lunch and dinner places.

(4) Count the number of group members from time to time to make sure no one is left behind or lost.

(5) Tour leader and national guide should stay behind and __________ those who walk slowly.

(6) Tour guide should get the tourists around him with __________ explanation.

Q3. *What measures should be taken if one tour member gets lost during the tour?* (在游览过程中,导游该如何处理游客走失现象?)

(1) The escort and tour leader should search the lost guest immediately, while the local guide should __________ to guide the tour.

(2) Report to the concerned departments such as the __________.

(3) Check with the hotel to see if the guest has returned.

(4) Report to the Travel Agency.

(5) Settle down the __________.

(6) Submit the report on the details of the accident.

Q4. *What would a tour guide do before he set off for a tour program?* (游览前导游该做哪些准备工作?)

(1) Arrive at the meeting place 10 minutes earlier with required __________.



(2) Check the coach with the driver.

(3) Check the number of the group.

(4) Arrange for the guests who do not go with the group.

(5) Help aboard the coach and report the weather, the __________, and certain precautions.

(6) Recheck the number of guests and set off.

Q5. *What would a tour guide do when seeing guests off at the airport?* (在送机过程中导游该做哪些工作?)

(1) Deliver afarewell speech.

(2) Get __________ of the service.

(3) Remind guests of rechecking their belongings and documents, see that nothing left over in the coach.

(4) Get the luggage man and assist in check-in.

(5) Assist in going through __________.

(6) Wait until the plane takes off.

Q6. *What are the things a tour guide should mention in a farewell speech?* (欢送词应包括哪些内容?)

(1) Review travelling activities.

(2) Express sincere appreciation for friendship and __________.

(3) Invite suggestions and criticism for improvement.

(4) Make apologies if there is an inadequacy in service.

(5) Extend good wishes.

Part V Topics on Chinese Culture: Chinese Gongfu

Ⅰ. Describe the types of Chinese Gongfu according to the following pictures.

Key Words

Shaolin Boxing (少林拳); Wudang Sect (武当派); Tai Chi (太极拳)







II. Work in pairs. Work with partners and play the role of a local guide and the tourists, try to talk about Chinese Gongfu.

Speaking Tips

Chinese Gongfu is a very important and unique form of Chinese culture.

It can be viewed as both a popular and a classical art, today it is very common and widespread.

Chinese Gongfu possesses an important and extensive cross-cultural significance.

Chinese culture is also making an impact on Western culture; the popularity of Chinese Gongfu, including Taijiquan, Qigong, etc., is not limited to China but has become a worldwide phenomenon.

Moreover, Gongfu may involve ontology (being philosophy) of beauty of life.

Card 1

中国功夫是民族智慧的结晶，是民族传统文化的体现，是世界上独一无二的“武文化”。

Card 2

中国功夫在世界上影响广泛，少林、太极、咏春拳等中国功夫在全球广泛传扬。

Card 3

中国功夫讲究刚柔并济，内外兼修，是中国人民长期积累起来的宝贵文化遗产。

Part Ⅵ Expanding Knowledge

Ⅰ. Special Terms

1. Vocabulary for Tour Guide

pavilion	亭廊	altar	祭坛
attic	阁楼	glazed tile	釉面砖
temple	庵	rivers and lakes	江河湖泊
ponds and pools	池潭	mansion; tower	楼
terrace	平台	causeway	堤
pagoda; tower	塔	hall	殿堂
tomb; mausoleum	陵墓	pass	关
grotto	石窟	altar	祭坛
ancient architectural complex	古建筑群	cave; cavern	洞穴/岩洞
water-eroded cave	溶洞	limestone cave	石灰岩洞

续表

stalagmite	石笋	stalactite	钟乳石
waterfall;chute;fall;linn;cascade	瀑布	geyser	喷泉
hot spring	温泉	ancient tomb	古墓
mid-lake pavilion	湖心亭	waterside pavilion/house	水榭
lotus pond	莲花池	winding path	曲径
castle	城堡	church	教堂
cathedral	大教堂	abbey;cloister;monastery	修道院
Buddhist nunnery	尼姑庵	Buddhist sacred land	佛教圣地
palace	宫殿	imperial city	皇城
moat	护城河	imperial garden	御花园
temporary imperial palace for a short stay	行宫	empress dowager	皇太后
imperial concubine	皇妃	prime minister	宰相，总理
court eunuch	太监	the Four Guardians	四大金刚
the Eighteen Disciples of the Buddha	十八罗汉	unearthed cultural relics	出土文物
inscription on oracle bones	甲骨文	folding fan	折扇
sandal wood fan	檀香扇	antique/curio shop	古玩店
metal and stone seals	金石印章	traditional Chinese painting	国画

2. Idiom in Common Use

beautiful mountains and clear waters	山清水秀	too many beautiful things to be appreciated at once	美不胜收
be well-known	闻名遐迩	famous men of letters	墨客骚人
picturesque peaks and rocks	奇峰异石	exotic flowers and herbs	奇花异草
landscape of lakes and hills	湖光山色	picturesque views	景色如画
an endless stream	络绎不绝	famous buddhist mountains	佛教名山
inviting views	诱人景色	garden architecture	园林建筑
lakeside rocks and rockeries	湖石假山	enclosed/surrounded by the hills on one side and waters on the other	依山傍水
well-preserved	保存完好	exquisite workmanship	工艺精湛
ingenious design	独具匠心	picturesque views	景色如画
places of interest	名胜古迹	green hills and clear waters	青山绿水



Ⅱ. Useful Expressions

1. In heaven there is the paradise, and on earth there are Suzhou and Hangzhou. /As there is the paradise in heaven, so there are Suzhou and Hangzhou on earth.
   上有天堂，下有苏杭。
2. Trips to China's five great mountains render trips to other mountains unnecessary, and a trip to Huangshan renders trips to the five great mountains unnecessary.
   五岳归来不看山，黄山归来不看岳。
3. What we are going to see this afternoon is Du Fu's Thatched Cottage, where one of China's most famous poets once lived.
   我们即将参观的是杜甫草堂，这里是中国最著名的一位诗人曾经居住过的地方。
4. This afternoon we are going to visit Lingyin Temple, the No.1 Buddhist Monastery in Southeast China.
   今天下午我们将参观灵隐寺，中国东南地区最大的佛教寺院。
5. Facing us is the statue of Sakyamuni, founder of Buddhism.
   我们面前的就是释迦穆尼的雕像，他是佛教的创始人。
6. As mentioned on the bus, Mt. Huangshan is called the "No. 1 Mountain under Heaven".
   正如在车上所说，黄山被称为“天下第一山”。
7. Please get off the coach one by one.
   请大家依次下车。
8. Please wait for a moment, I've got to buy the tickets.
   请大家稍等，我去买票。
9. Now follow me to the China's Tea Museum. This museum integrates tea culture, tea drinking, and tea art shows.
   现在请随我进入中国茶博物馆，这里集茶文化、饮茶和茶艺表演于一体。
10. At present, more than 60 gardens are kept intact in Suzhou and a series of them have been listed on the World Heritage List.
    目前，苏州有 60 多家园子都保持原样，其中一些已经被列入世界遗产名录之中。
11. Guilin is renowned for its green hills, clear waters, fantastic caves, and spectacular rocks.
    桂林以清山、绿水、神奇的溶洞和壮观的岩石而闻名。
12. As we turn the corner here, you will see the Great Hall of the Buddha.
    转过弯，你就可以看到佛堂。
13. Take a good look at the Chinese character of the wood tablet.
    请仔细看看那木匾上的汉字。



14. By the way, is Taoism a Chinese religion, too?
顺便问一下，道教也是中国的宗教吗？
15. Please go this way. These pictures show how tea is made.
请这边走，这些图片展现的是茶是如何制作的。
16. You know, in feudal China, the emperors used to live in palaces.
你知道，在中国封建社会时期，皇帝都住在宫殿里。
17. Upon entering the Forbidden City, please walk straight ahead along the central axis.
进入故宫后，请沿着中轴线一直往前走。
18. The halls in the front part were used for handling state affairs.
前朝的宫殿是处理国事的场所。
19. Please rest assured.
请放心。
20. I'm glad to be your interpreter.
很高兴做你们的景点导游。
21. On the top of the hill, you can get a bird's eye view of the whole city.
站在山顶，你能鸟瞰整个城市。
22. It's like a land of wonder.
它像一片仙境。
23. Do you feel like having a try?
你想试一试吗？
24. Could you explain to us the functions of these palaces?
你能给我们介绍一下这些宫殿的功能吗？
25. Now allow me to take this opportunity to say goodbye to you.
现在请允许我利用这个机会向你们道别。
26. I'd like to take this opportunity to express my heartfelt thanks for your consideration, understanding and cooperation.
借此机会，我向大家表达由衷的谢意，谢谢大家对我的体谅、理解与合作。
27. A good friend from afar brings a distant land closer.
海内存知己，天涯若比邻。
28. Make new friends, but keep the old. One is silver, and the other is gold.
结识新朋友，不忘老朋友。新朋友像白银那样珍贵，老朋友像黄金一样贵重。
29. Nothing is more delightful than to meet friends from afar.
有朋自远方来，不亦乐乎。
30. I shall miss all of you. I hope I can see you again.
我会想念你们的，我希望能够再次见到你们。
31. There is no banquet without ending.
天下没有不散的宴席。
32. It has been a pleasure to help.



能够帮助你们，我很高兴。

33. I would like to tell you that it has been a great pleasure for me to spend the last few days as your guide.
    我想告诉你们的是对我来说我很高兴在你们行程的最后几天作为你们的导游。
34. May the wind be always at your back.
    祝愿你们一帆风顺。
35. Bye, and all the very best.
    再见，祝大家一切顺利。

Part Ⅶ Exercises

1. Match the following pictures with their English names.



1. Summer Palace ____________________
2. the Heaven Lake ____________________
3. Qin Shihuang Mausoleum and Terracotta Army ____________________
4. the Imperial Palace ____________________

Ⅱ. Translate the following sentences into English.

1. 泰山位于中国山东省境内，是中国五岳之首。
2. 周庄被誉为中国的威尼斯，是全国著名的旅游景点。
3. 北京有许多名胜，其中就有紫禁城。
4. 杭州以它美丽的西湖而著名。
5. 埃及是一个具有悠久历史的阿拉伯国家。



Ⅲ. Complete the following dialogues in English with the information given.

(Three friends are talking about the Tian'anmen Square.)

A：This is Tian'anmen Square.

B：My God，what a huge place!

A：Yes，____________________（它是世界上最大的广场）.

C：Oh，is that so!

A：____________________（看到那个建筑物了吗）?

B：Yes. It's magnificent.

C：____________________（我猜那一定是人民大会堂吧）.

A：Right. You must be interested to know that the construction of the whole thing took less than a year.

B：Really! ____________________（这简直是个奇迹）.

A：On the east side of the Tian'anmen Square，the buildings are the Museum of History and the Museum of the Chinese Revolution.

C：____________________（它刚好在人民大会堂的正对面）.

Ⅳ. Role-play

Imagine that you are a local guide and your classmates are tourists. Try to introduce Wuzhen to your classmates.

Shopping

Unit Six





Part Ⅰ　Passage Learning



Words and Expressions

texture [ʃə] n. （材料等的）结构，特点，表面，基本结构
deem [ː] v. 认为，相信
consume [ə ː] v. 消耗，花费，挥霍
exposition [ə ʃə] n. 博览会，展览会，说明
integral [ə] adj. 构成整体所必需的，完整的
essence [ ] n. 本质，精髓，要素，香精
heal [ː] vt. 治愈，痊愈
antler [æ ə] n. 鹿角，茸角
angelica [æ ʒ ə] n. 当日
ginseng [ʒ ŋ] n. 人参，高丽参
apricot [ɔ] n. 杏子，杏色 adj. 杏色的
kernel [əː] n. 核心，中心，精髓，［计算机］核心
bronze [ɔ] adj. 青铜色的 n. 青铜，青铜色，青铜制品 vt. 使成青铜色
cloisonné [ɑː ɔŋ] n. 景泰蓝
jade [ʒ] n. 玉石，翡翠，翡翠色
lacquer [æ ə] n. 瓷漆，天然漆，漆器 vt. 涂漆，使……表面或外观光滑
porcelain [ɔː] n. 瓷器，瓷
pottery [ɔ ə] n. 陶器
embroidery [ɔ ə] n. 刺绣品，粉饰，刺绣
slab [æ] n. 平板，厚的切片 v. 切成厚板，以平板盖上
jewelry [ʒ ːə] n. 珠宝，珠宝类
craftwork [ɑː əː] n. 工艺（品）
exclusively [ː] adv. 排他地（独占地，专门地，仅仅，只）
nationwide [ʃə] adj. 全国性的 adv. 在全国范围内

Shopping in China

As an important part of a tour, shopping can sometimes be the main reason for traveling[1]. In China, shopping can be interesting and demanding. The topic of shopping mainly focuses on what to buy and where to buy.



What to buy

There is an amazing range of goods available in China which proved to be wonderful gifts for relatives and friends back home[2]. The following are just a few examples.

1. Chinese silk is famous throughout the world for its quality, color and ***texture***. No other cloth can match it in terms of texture. Hangzhou and Suzhou are most famous for silk products.

2. The country is home to all kinds of Chinese tea, such as green tea, black tea, and oolong tea. The top ones are: Longjing from the West Lake, Zhejiang Province; Xinyang Maojian from Henan Province; Tieguanyin from Fujian Province.

3. In ancient China, wines and alcohols were ***deemed*** as something holy and were only ***consumed*** when offering sacrifices. Today they have become something commonly used when dining. The most famous ones are Maotai from Guizhou Province and Wuliangye from Sichuan Province. And they have won many awards at international ***expositions***.

4. Traditional Chinese Medicine is an ***integral*** element of the Chinese culture. The ***essence*** of Chinese medicine lies in the use of traditional medicines, most of which are made from animals and herbs[3]. Their magic effect has been proven in ***healing*** a wide range of illnesses. Such animal and herbal medicines include ***antler***, ***angelica***, ***ginseng***, Tianqi, ***apricot kernel***, etc.



5. Arts and crafts are ideal gifts for friends back home. Such examples are as follows: ***bronze*** ware, ***cloisonné***, ***jade***, ***lacquer*** wares from Beijing, paper-cutting, ***porcelain*** from Jingdezhen in Jiangxi Province, ***pottery***, silk products, ***embroidery*** from Suzhou. Also worth mentioning are the "Four Treasures of Study" (a writing brush, an ink stick, an ink ***slab***, and paper) which played an important role in ancient China[4].

Where to buy

1. In China, friendship stores are designated by the state to provide services to foreign tourists. These stores have such commodities available as silks, ***jewelry*** of gold, silver, pearls, jade, embroideries, paintings, Four Treasures of Study, pottery and ***craftwork***. Prices in these stores are usually higher than those at other stores. But the goods are of higher quality and some articles are ***exclusively*** sold there.





2. Department stores, most of which are run by the state, sell all kinds of articles of daily use.

3. Markets are believed to be ideal places to buy something inexpensive. There you can shop around and sharpen your argaining skills.

4. If you have decided what kind of craftwork you want to buy, and you prefer to buy them at lower prices, and then go directly to the factories.

5. Duty-free stores, which provide duty-free goods for foreign tourists, are controlled by the country's customs. China now runs a total of 153 such stores ***nationwide*** and these stores appear almost everywhere—airports, railway stations, and important cities[5].

Notes

1. As an important part of a tour, shopping can sometimes be the main reason for traveling. 作为旅游活动的一个重要部分，购物有时是进行旅游活动的主要原因。
2. There is an amazing range of goods available in China which proved to be wonderful gifts for relatives and friends back home. 在中国有大量的物品已被证明是很好的馈赠亲友的礼物。
3. The essence of Chinese medicine lies in the use of traditional medicines, most of which are made from animals and herbs. 中药的真髓就在于传统中药的使用上，多数取自于动物和药草。
4. Also worth mentioning are the "Four Treasures of Study" (a writing brush, an ink stick, an ink slab, and paper) which played an important role in ancient China. 还值得一提的在中国历史上占有重要地位的"文房四宝"（笔、墨、纸、砚）。
5. China now runs a total of 153 such stores nationwide and these stores appear almost everywhere—airports, railway stations, and important cities. 目前免税店在中国全国范围多达 153 家，主要分布在机场、火车站和各大城市。

Part Ⅱ Situational Dialogue



Words and Expressions

tapestry [æ] *n.* 挂毯 *vt.* 饰以织锦画
exquisite [ ] *adj.* 精挑细选的，精致的，细腻的，强烈的
superb [əː] *adj.* 极好的
dacron [æ ɔ] *n.* 涤纶
needlework [ː əː] *n.* 针线活，缝纫手艺



fungus [ʌŋ ə] *n.* 真菌，霉菌
tonic [ɔ] *n.* 补药 *adj.* 滋补的
reputation [ʃə] *n.* 好名声，声誉
vegetarian [ʒ ɛə ə] *n.* 素食者 *adj.* 素食的
hericium erinaceus 猴头菇

Dialogue 1

The Stones will buy some local products in China. They come to the shop in the hotel.

(A：Shop Assistant B：Mr. Stone C：Mrs. Stone)

B：Look，Maggie. These ***tapestries*** are beautiful！Don't you think we could buy one to our country?

C：All right. （*Looking at the price tags*） Oh，a bit too much！

A：Artistic tapestry is the highest form of expression of the rug weaving art，an ***exquisite*** handicraft of ***superb*** artistry in typical Chinese style[1]. Considering the fine craftsmanship they are worth much more.

B：I agree. Is this the marvelous landscape in Guilin? What a lovely tapestry！We are going to Guilin in two day—this tapestry is really impressive.

C：I prefer to buy some embroidered tablecloths to match the tapestry.

A：Which do you prefer，the linen one，the figured ***dacron*** or the brocade?

C：The brocade，please. How much is one piece?

A：Sixty Yuan.

C：Too expensive. You haven't anything cheaper，have you?

A：Yes，we have. Here，please have a look at the hand embroidered one with a new design of bamboo.

C：What fine ***needlework***！What's the price?

A：Forty Yuan.

B：Is this the sale price?

A：No，it isn't，sir. They are all first－class[2] goods. We have price tags on each of them. Our shop holds a one price policy. We are not allowed to change the price at will[3].

C：I see. I'll take two then. Henry，do you like them?

B：Yes，I do. Eh，could you send them to our room?

A：Certainly，sir. Please write down your name and your room number.

Dialogue 2

Mr. Smith will buy some local gifts for his friends and family in Jilin. He is asking the tour guide for some advice.



(A：Mr. Smith　　B：Tour Guide)

A：I'd like to buy some local gifts for my friends and my family. Could you give me a few ideas?



东北三宝

B：Sure. Some specialties in Jilin would be the first choice.

A：What are the specialties?

B：There's a large selection for you to choose from：ginseng，black ***fungus*** and mushrooms[4].

A：Would you like to have a brief introduction for me?

B：My pleasure. Ginseng is one of the "three treasures in the Northeast". Apart from being medicines，ginseng can be used to steep wine and stew chicken. It is a valuable ***tonic***. Black fungus has a ***reputation*** of "***vegetarian*** meat"，known as "black jewels in Chinese food". Mushrooms are famous for ***hericium erinaceus***. It looks much like golden monkey's head，so it is said to be "monkey head mushroom"[5]. It is fresh and extremely good，tender and delicious.

A：That sounds good. I must buy some to bring back. Would you like to go with me? I don't know how to bargain.

B：I'd love to. I know a souvenir shop and it has good quality and reasonable price.

A：That's great.

Notes

1. Artistic tapestry is the highest form of expression of the rug weaving art，an exquisite handicraft of superb artistry in typical Chinese style. 艺术挂毯体现了地毯纺织艺术的最高水平，是具有典型中国风格的手工艺精品。
2. first-class 一等
3. Our shop holds a one price policy. We are not allowed to change the price at will. 我们商店是定价销售，不能随意改价的。
4. There's a large selection for you to choose from：Ginseng，black fungus and mushrooms. 您可以有大量选择：如人参、黑木耳和蘑菇。
5. It looks much like golden monkey's head，so it is said to be "monkey head mushroom". 因为它看起来像是金丝猴的脑袋，所以被称为"猴头菇"。



Part Ⅲ Traditional Holiday Introduction



Words and Expressions

congregate [ɔŋ] *vt.* 聚集

auspicious [ɔː ʃə] *adj.* 吉兆的，吉利的；幸运的

abundance [ə ʌ ə] *n.* 充裕，丰富

harmony [ɑː ə] *n.* 协调；和睦；融合

indulge [ʌ ʒ] *vt.* 满足；使沉迷于

fragrant [ə] *adj.* 芳香的；愉快的

piping hot 滚烫的；非常新鲜的

harvest festival 丰收节

mythological [θə ɔ ʒ ə] *adj.* 神话的；虚构的

flavour [ə] *n.* 香味；滋味

scorch [ɔː ʃ] *vt./n.* 烧焦；枯萎

archer [ɑː ʃə] *n.* 弓箭手

elixir [ə] *n.* 不老长寿药，万能药

tyrannical [æ ə] *adj.* 残暴的；专横的

pray [ ] *vt.* 祈祷；祈福

significance [ə] *n.* 意义；重要性

plot [ɔ] *vt.* 密谋 *n.* 阴谋

overthrow [ə əθ ə] *n./vt.* 推翻；倾覆；瓦解

rebel [ə] *n.* 反叛者；叛徒 *vi.* 造反；反叛 *adj.* 造反的

preceding [ː ŋ] *adj.* 在前的；前述的

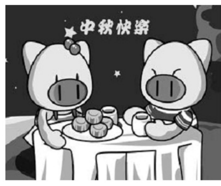
submit [ə] *vi.* 服从 *vt.* 使服从

coordinate [ə ɔː] *vt.* 协调；配合

rebellion [ə] *n.* 叛乱；谋反

underling [ʌ ə ŋ] *n.* 下属；部下；走卒

Mid-Autumn Festival



"Zhong Qiu Jie", which is also known as the Mid-Autumn Festival, is celebrated on the 15th day

of the 8th month of the lunar calendar. It is a time for family members and loved ones to ***congregate*** and enjoy the full moon - an ***auspicious*** symbol of ***abundance***, ***harmony*** and luck. Adults will usually ***indulge*** in ***fragrant*** mooncakes of many varieties with a good cup of ***piping hot*** Chinese tea, while the little ones run around with their brightly-lit lanterns.



"Zhong Qiu Jie" probably began as a ***harvest festival***. The festival was later given a ***mythological flavour*** with legends of Chang-E, the beautiful lady in the moon.

According to the Chinese mythology, the earth once had 10 suns circling over it. One day, all 10 suns appeared together, ***scorching*** the earth with their heat. The earth was saved when a strong ***archer***, Hou Yi, succeeded in shooting down 9 of the suns. Hou Yi stole the ***elixir*** of life to save the people from his ***tyrannical*** rule, but his wife, Chang-E drank it. Thus started the legend of the lady in the moon to whom young Chinese girls would ***pray*** at the Mid-Autumn Festival.

In the 14th century, the eating of mooncakes at "Zhong Qiu Jie" was given a new ***significance***. The story goes that when Zhu Yuanzhang was ***plotting*** to ***overthrow*** the Yuan Dynasty started by the Mongolians, the ***rebels*** hid their messages in the Mid-Autumn mooncakes. "Zhong Qiu Jie" is hence also a commemoration of the overthrow of the Mongolians by the Han people.



During the Yuan Dynasty China was ruled by the Mongolian people. Leaders were unhappy at ***submitting*** to foreign rule, and set how to ***coordinate*** the ***rebellion*** without being discovered. The leaders of the rebellion, knowing that the Moon Festival was drawing near, ordered the ***underling*** to make special cakes. Packed into each mooncake was a message with the outline of the attack. On the night of the Moon Festival, the rebels successfully attacked and overthrew the government. What followed was the establishment of the Ming Dynasty. Today, mooncakes are eaten to commemorate this event.



Part Ⅳ Skill Training for Tour Guides

Fill in the blanks with the words or phrases you think appropriate.

suspected	customs	client	permission	limit
packaging	tiger	refuse	documents	reliable
designated	vendors	shoddy	receipt	

Q1. *What responsibilities should a tour guide take when accompanying the tour members to go shopping?* (带领游客购物时，导游的职责是什么？)

(1) Give a brief account of the shopping arcade.

(2) Recommend traditional handicrafts and typical souvenirs.

(3) Render the assistance in their choices of goods and make sure that any __________, vulgar and unreasonable goods are not sold to your guests at any time.

(4) Make an arrangement for __________ or shipment of the goods that purchased by any guest in your group.

Q2. *If the tourists wish to buy antiques or antique reproductions, how should the tour guide deal with this?* (如果游客想买古玩或复制品，导游该如何处理？)

(1) The tour guide should take the tourists to the antique shops, and the guide should remind the tourists to keep the __________ after buying the articles, because the customs office will check that.

(2) If the tourists want to buy the antiques sold by __________, the guide should stop them from buying those articles, especially for those foreign tourists.

(3) If the guide finds that some tourists are __________ of smuggling of cultural relics, the guide should report to the related department as soon as possible.

Q3. *If a tourist desires to buy goods that is out of stock, and asks the tour guide to buy and arrange the shipment, what should the guide do?* (如果游客要购买的商品脱销，想让导游帮助购买并办理邮寄时，导游该如何处理？)

(1) Generally speaking, the tour guide should politely __________ the demand.

(2) If the tour member insists on doing so, the tour guide should report to the Travel Service for __________ and follow the directions of the Travel Service.

(3) Let the tourist leave enough cash with the tour guide. The Travel Service will refund the balance.

(4) The tour guide should mail the receipt, consignment form and consignment receipt to the __________. The Travel Service should keep the copies of these documents for check.

Q4. *How would a local guide respond to the request by a guest who asked to buy a piece of artifact and ship him after the tour?* (如果游客要求导游帮他购买手工艺品并邮寄，导游该如何做?)

(1) Report to the travel agency.

(2) Collect payment.

(3) Note down requirements and address.

(4) Buy and ship it with all __________ filed.

Q5. *What should a tour guide do if one of his tourists wants to buy some antique?* (如果有游客想买古董，导游应该怎么做?)

The tour guide should suggest the tourist buy antique at __________ antique shop rather than from some street vendors. The tourist should also be reminded that he must keep the invoice and the seal on the antique in case the __________ will check. If the tourist is suspiciously up to smuggling, the tour guide should report to the police immediately.

Q6. *What should a guide advise tourists when they buy Traditional Chinese Medicine?* (游客购买中药时，导游应告诉游客哪些注意事项?)

(1) The guide should recommend __________ drugstores to tourists.

(2) The guide should tell tourists there is a __________ to the amount abroad; RMB 1,500 for tourists going to Hong Kong and Macao.

(3) Items such as musk, rhinoceros horn and __________ bone are prohibited from being taken out of China.

Part V Topic on Chinese Culture: Chinese Tea

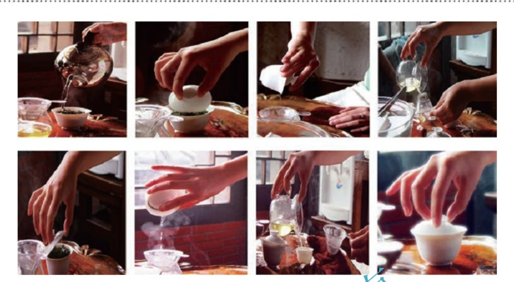
Ⅰ. Describe the formation of Chinese tea according to the following pictures.

Key Words

Gong Fu Tea (功夫茶); Gaiwan Tea (盖碗茶)





Ⅱ. Work in pairs. Work with partners and play the role of a local guide and the tourists, try to talk about Chinese tea.

Speaking Tips

China is the homeland of tea, and tea has become the national drink.

In china, tea has a very long history, and has formed the Chinese tea culture.

Chinese tea culture is different from the tea culture in Europe and America or Japan.

Green tea helps with anti-aging, and it also prevents computer radiation and bad health.

Black tea warms the stomach and helps with digestion. It is a most suitable choice in cold seasons.

Card 1

中国茶文化是中国制茶、饮茶的文化，中国的茶文化享誉世界。

Card 2

饮茶有助于健康，因此受到许多人的喜爱。

Card 3

茶的用途很广泛，除了饮用外，还可以用来煮茶叶蛋、做茶枕等。

Part Ⅵ Expanding Knowledge

1. Best Buys in China

cloisonné	景泰蓝	fresh water pearl	淡水珍珠
replicas of the Terracotta soldiers	兵马俑复制品	Tangsancai (Tang Dynasty hand painted china)	唐三彩



续表

silk	丝绸	embroidery	刺绣
specimen of butterfly	蝴蝶标本	Dali batik (tie-dyed fabric)	大理蜡染
Thang-ka	唐卡	jade articles	玉器
cordyceps sinensis	冬虫夏草	ginseng	人参
agaric	木耳	hericium erinaceus	猴头菇
marten	貂皮	velvet antler	鹿茸

2. Place to Buy

shopping center	购物中心	shopping mall	大型购物中心
district	区	residential area	居民区
outskirts	郊区	downtown	市区
bazaar/market	市场，集市	flea market	跳蚤市场
junk shop	旧货店	art museum	美术馆
art gallery	画廊	antique shop	古董店
exclusive shop	专卖店	variety shop	杂货铺

3. Clothing

bathrobe	浴衣	nightgown/nightdress	睡衣
outerwear	外衣	uniform	制服
overalls	工装裤	formal dress	礼服
evening dress	晚礼服	gown/robe	长袍
dust coat	风衣	jacket	夹克
blouse	女衬衫	sweater	毛衣，运动衣
twinset	两件套	kimono	和服
cardigan	开襟毛衣	jeans	牛仔裤
waistcoat	背心	underpants, pants	内衣裤
underwear	内衣裤	briefs	短内裤，三角裤
panties	女短内裤	scarf/muffler	围巾
shawl	长方形披巾	fur stole	毛皮长围巾
stockings	长袜	socks	短袜
boots	靴子	slippers	拖鞋
sandal	凉鞋	glove	手套
tie	领带	girdle	腰带



4. Handicrafts

paper craft	纸工艺品	paper-cut	剪纸
lacquerwork	漆器	bronze work	青铜器
sculpture	雕塑	clay carving	泥雕
charcoal carving	炭雕	wood carving	木刻
wooden craft	木制工艺品	root carving	根雕
home decoration	家居装饰	tablecloth	台布
Chinese painting	国画	vase	花瓶
feather fan	羽毛扇	cross-stitch	十字绣
embroider	刺绣，绣花	candle craft	蜡制工艺品
puppet	玩偶	clay figurine	泥人
straw plaited article	草编	bamboo weaving	竹编

5. Materials

gem	宝石	diamond	钻石
ruby	红宝石	sapphire	蓝宝石
jade	玉，翡翠	opal	猫眼石
crystal	水晶	amber	琥珀
agate	玛瑙	hawksbill	玳瑁
coloredglaze	琉璃	enamel	珐琅
gold	金，黄金	platina	白金
gilded	镀金的	silver	银
pearl	珍珠	garnet	石榴石
leather	皮革	fur	毛皮
plastic	塑料	leatheroid	人造革
porcelain	瓷制的	pottery	陶瓷
resin	树脂	cotton	棉
silk	丝	brocade	织锦
satin	缎	linen	亚麻
nylon	尼龙	cashmere	羊绒



Ⅱ. Useful Expressions

1. Is this jasmine tea? It smells so sweet!
   这是茉莉花茶吗？好香甜啊！
2. Top quality deserves top price.
   顶级质量值得最高价格。
3. We can offer a 10 % discount upon a large purchase.
   多买我们可以打 9 折。
4. This shop is one of the best in the local market of silk products.
   这家商店是当地丝产品市场中最好的一家。
5. The quality is trustworthy and the prices are relatively good, too.
   质量可信，价格合理。
6. This Qipao is free size and also has a traditional Chinese style.
   这件旗袍是均码的，还是中国传统款式。
7. Could you try this skirt on for me?
   能帮我试穿一下这条裙子吗？
8. Where is the fitting room?
   试衣间在哪？
9. Where were these porcelain wares made?
   这些瓷器是在哪里烧制的？
10. This piece of jade pendant is produced in Hetian, Xinjiang.
    这块玉佩产自新疆和田。
11. This hat and your shoes are a perfect match.
    这顶帽子和你的鞋很搭配。
12. That's almost cost price.
    那几乎是成本价了。
13. That's a rock-bottom price.
    那是最低价了。
14. They'll bring the price down to $50 a piece, if you are going to make a big purchase.
    如果你买得多，他们可以以每件 50 元的价格卖给你。
15. It's a little overpriced.
    价格有点高。
16. You have to strike a balance, if you wish to get somewhere.
    如果你想做成生意，就得使双方都不吃亏。
17. Could you recommend something good for a souvenir?
    可以推荐一些适合当纪念品的东西吗？
18. Which shop has the best selection?
    哪家店的东西最好？



19. Take your time, and you might find something you like.
    慢慢看，您将发现您喜欢的东西。
20. Can you wrap it as a gift?
    可以帮我包装成礼品吗?
21. This shop mainly covers jade wares, silk products, paintings, and calligraphy.
    这家店的经营范围包括玉器、丝织品、画和书法作品。
22. Does the store sell the "Four Treasures of Study"? I want to buy one set for my son.
    店里卖文房四宝吗? 我想给儿子买一套。
23. This store is designated by the state and provides authentic articles.
    这家店销售的是真货，它是由国家指定的店。
24. Agate ranks the second in terms of value.
    玛瑙的价值位居第二。
25. The price here is moderate.
    这里的价格适中。
26. Sorry to say that this is a off-price goods, so bargaining is not allowed here.
    抱歉，这是特价商品，因此不讲价。
27. Do you want a necklace made of gold or platinum?
    你想要金项链还是铂金项链?
28. Can I pay by Visa Card?
    我能用维萨卡付账吗?
29. Do you have any on sale?
    你们有什么特卖品吗?
30. May I write a check for you?
    我能开支票吗?
31. That's the best I can do.
    这是最合理的价格了。
32. Could you recommend a good arts and crafts store?
    请您推荐一家好的工艺品商店给我。
33. Where can I get pearl earrings?
    哪里可以买到珍珠耳环?
34. I want to buy a silver bracelet.
    我想买银手镯。
35. Is it handmade?
    这是手工制作的吗?
36. If you have any problems in purchasing silk products, please do not hesitate to ask for my help. I would be very pleased to help you.

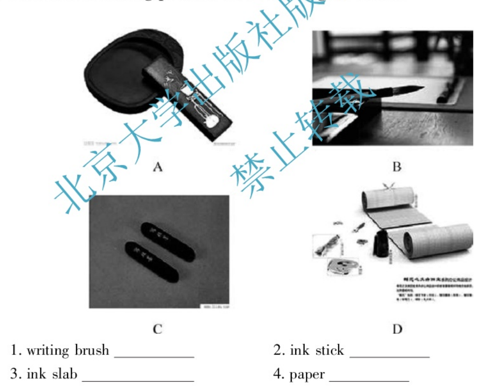


如果你们在购买丝绸制品中遇到任何问题，请不要犹豫找我帮忙，我将非常高兴帮助大家。

37. Are you sure this isn't an imitation?
    你确定这个不是赝品吗？
38. May I have a discount on this?
    这个东西打折吗？
39. I'll give you 10% off for the vase.
    这个花瓶我可以打9折。
40. Now let me give you some tips to distinguish between silk and rayon.
    现在我向大家介绍一些区分真丝和人造丝的技巧。

Part Ⅶ Exercises

Ⅰ. Match the following pictures with their English names.



A B C D

1. writing brush ___________ 2. ink stick ___________
3. ink slab _______________ 4. paper ___________

Ⅱ. Translate the following sentences into English.

1. 这是找给你的零钱。
2. 我能试穿吗？
3. 可以再便宜一点吗？
4. 我想买一套中国传统服装。
5. 中国的丝绸世界闻名。



Ⅲ. Complete the following dialogues in English with the information given.

(**Mrs. Edna is buying souvenirs for her daughter.**)

(**A: Waiter B: Mrs. Edna**)

A: Good morning, madam. May I help you?

B: Yes. ____________________ (你能帮我为我的女儿选一件纪念品吗)?

A: Certainly. ____________________ (这条项链怎么样)?

B: Oh, it's really beautiful. How much is it?

A: ____________________ (标签上有价格).

B: Oh, it's too expensive, any discount?

A: ____________________ (没有折扣), the price already carries a 10% discount.

B: Is this necklace made of natural pearls?

A: Yes. It made in Hepu, __________ (一个著名的珍珠生产地).

B: Then I'll take it.

A: Anything else, madam?

B: No. Here is the money.

A: Thank you. __________ (这个盒子给您装项链).

B: That's good. Thank you.

Ⅳ. Role-play

Work with your desk mate and play the role of a tourist and a local guide. The local guide should give the tourist some advice about shopping in China.

Recreational Activities

Unit Seven







Part Ⅰ Passage Learning



Words and Expressions

drama [ɑː ə] *n.* 戏剧，剧本，戏剧艺术，戏剧性事件
influence [ə] *vt.* 影响，感化 *n.* 影响力，势力；影响，权势
comprehensive [ɔ] *adj.* 综合的，广泛的，理解的
integrate [ ] *adj.* 组合的，完整的 *vt.* 整合，使……成整体
acrobatic [æ ə æ] *adj.* 特技的；杂技的
troupe [ː] *n.* 一班；一团；剧团
stylized [ ] *adj.* 程式化的，风格化的
costume [ɔ ː] *n.* 服装，剧装
depict [ ] *vt.* 描述，描绘
loyal [ɔ ə] *adj.* 忠诚的，忠心的
vividly [ ] *adv.* 生动地
repertoire [ə ɑː] *n.* （准备好演出的）节目，保留剧目
category [æ ə] *n.* 种类，类别
percussion [əː ʌʃə] *n.* 振动；碰撞；打击乐器
stringed [ŋ] *adj.* 有弦的，由弦乐器产生的
contribution [ɔ ːʃə] *n.* 贡献，捐款（赠）

1. Peking Opera



With a history of about 200 years, Peking Opera in China is a local ***drama*** of Beijing. It is a major type of performance that has a wide ***influence*** throughout the whole country hence the name "National Opera"[1]. It is a ***comprehensive*** form of art that ***integrates*** singing, dancing, talking and ***acrobatic*** performing.

About 200 years ago, Emperor Qianlong of the Qing Dynasty (1790), who had an interest in local operas, ordered local opera ***troupes*** to come to Beijing to perform in celebration of his 80th birthday. After the celebration, the local opera troupes remained in Beijing and incorporated with Kunqu Opera, giving birth to the Peking Opera, the biggest kind of opera in China. It had taken a period of more than half a century before the Peking Opera came into being[2].





Peking Opera is a display of ***stylized*** acting together with singing, dancing, musical dialogues, martial arts, facial make-up and fantastic ***costumes***[3]. It unfolds a story or ***depicts*** different characters and their feelings of gladness, anger, surprise, fear and sadness. The roles of Peking Opera fall into four types: sheng (male), dan (young female), jing (painted face, male), and chou (clown, male or female). The characters may be ***loyal*** or disloyal, beautiful or ugly, good or bad, their images are ***vividly*** presented[4].

The ***repertoire*** of Peking Opera focuses on fairy tales of dynasties and throughout feudal China[5]. The music of Peking Opera is graceful and pleasant to the ears. The tune may be classified into two ***categories***: "Xipi" and "Erhuang". The background music of the performance is played by ***percussion*** instruments and ***stringed*** instruments, such as Jinghu, Sanxian, Suona, etc[6]. The costumes in Peking Opera are graceful and magnificent. And most of them are made in handicraft embroidery with traditional Chinese design. Facial make-ups in Peking Opera are colorful and varied, depicting different characters and images.

In 1919, Mei Lanfang, master of Peking Opera, gave a performance with his group in Japan. Peking Opera was spread abroad for the first time. With his performances in America and Europe, Peking Opera was widely accepted among people all over the world. Recently it has made great ***contribution*** to cultural exchanges between China and the rest of the world.

Notes

1. It is a major type of performance that has a wide influence throughout the whole country hence the name "National Opera". 它是一种在全国都具有广泛影响的表演形式，因此得名"国剧"。
2. It had taken a period of more than half a century before the Peking Opera came into being. 京剧的形成经历了半个多世纪的时间。
3. Peking Opera is a display of stylized acting together with singing, dancing, musical dialogues, martial arts, facial make-up and fantastic costumes. 京剧是一种程式化的表演动作，同时还有唱歌、跳舞、音乐对白、武术、脸谱和精美的戏服。
4. The characters may be loyal or disloyal, beautiful or ugly, good or bad, their images are vividly presented. 剧中人物或忠或奸，或美或丑，或好或坏，他们的形象都被表现得活灵活现。
5. The repertoire of Peking Opera focuses on fairy tales of dynasties and throughout feudal China. 京剧的剧目主要是中国封建社会各个朝代的神话故事。



6. The background music of the performance is played by percussion instruments and stringed instruments, such as Jinghu, Sanxian, Suona, etc. 背景音乐主要由打击乐器和弦乐器演奏，如京胡、三弦、唢呐等。



Words and Expressions

comic [ɔ] *n.* 连环图画，喜剧演员 *adj.* 滑稽的，有趣的，喜剧的
improvisational [ə ʃə] *adj.* 即兴的
zany [ ] *n.* 小丑，笨人 *adj.* 滑稽的，荒唐的
vulgarization [ʌ ə ʃə] *n.* 通俗化，卑俗化，粗俗化
tendency [ə] *n.* 趋势，倾向
co-existencen. 共存
duet [ː] *n.* 二重奏，二重唱 *vi.* 演奏二重奏或二重唱
script [ ] *n.* 剧本，脚本 *vt.* 把……改编为剧本
vocal [ə ə] *adj.* 声音的，口头的
handkerchief [æŋ ə ʃ] *n.* 手帕，方巾
clown [ ] *n.* 小丑，粗鲁愚蠢的人
prominent [ɔ ə] *adj.* 显著的，杰出的，突出的
solo [ə ə] *n.* 独奏，独唱 *adj.* 单独的 *adv.* 单独地
genre [ʒɑː ə] *n.* 类型，流派
impart [ɑ] *vt.* 传授，赋予，告知
vulgar [ʌ ə] *adj.* 通俗的，粗俗的，乡土的

2. Er-ren-zhuan

Er-ren-zhuan (Two-person-show) originated in the northeast area of China and its form of performance was shaped on the base of the long practice with ***comic*** effect as one of its outstanding features and the rich regional style is another feature with ***improvisational*** performance and outstanding ***zany*** art. The aims of Er-ren-zhuan art are to keep the nature of the ***vulgarization*** and to realize the ***tendency*** of the ***co-existence*** of "elegance and vulgarization, beauty in ugliness"[1].



Northeast Er-ren-zhuan is a form of ***duet***, also known as Bengbeng[2]. It originated in Northeast China's Liaoning, Jilin and Heilongjiang provinces. It is a form of Quyi that involves storytelling, singing and dancing, between two performers. Bengbeng has a history of 200 years and its ***script*** is written in popular language that is easy to understand, humorous, and



rich in local life style and flavor. The ***vocal*** music is based on the northeastern folk songs. The singing is high-spirited and of an explosive type, sincere and moving[3]. The dancing is derived from farmers' dances done to celebrate sowing and planting[4]. It also features the folk dance technique of waving fans or silk ***handkerchiefs***.

There are three kinds of Er-ren-zhuan. The most important is the duet sung by a ***clown*** and a player who acts the role of a woman. It is a combination of singing, dancing and story-telling. The most ***prominent*** items include ***The Western Bower*** and ***The Blue Bridge***. The second type is a ***solo***, in which the player sings and dances, such as ***Hong Yue'e Had a Dream***. In the third type the actors are more than three and it is called Lachangxi. An example is ***Lord Bao Gong Makes an Apology***.



After the founding of new China, the government greatly supported this traditional Quyi ***genre***, organizing old artists to ***impart*** performing techniques several times, and launching reforms on some items and performance forms of Er-ren-zhuan and removing some ***vulgar*** elements. Er-ren-zhuan has been listed as a folk art protected by the state. You may not like it, but you must respect it is an art form[5]!

Notes

1. The aims of Er-ren-zhuan art are to keep the nature of the vulgarization and to realize the tendency of the co-existence of "elegance and vulgarization, beauty in ugliness". 二人转艺术的目标是保持通俗的本质，实现“雅俗共赏、丑中见美”共存的趋势。
2. Northeast Er-ren-zhuan is a form of duet, also known as Bengbeng. 东北二人转是一种二重唱形式，也称为蹦蹦。
3. The singing is high-spirited and of an explosive type, sincere and moving. 唱腔高亢、爆发性强，而且真挚、感人。
4. The dancing is derived from farmers' dances done to celebrate sowing and planting. 舞蹈源自过去的农民庆祝播种和收割时跳的舞蹈。
5. You may not like it, but you must respect it is an art form! 你可以不喜欢二人转，但你必须尊重这种艺术形式。

B: We are going to see the performance of Chinese Acrobatics.

A: Sounds good.

B: An acrobatic performance is generally a series of acrobatic acts. Although it is not as ***specific*** as ***literature***, it is more vivid and lively[1]. It integrates ***varied*** art forms of dance, music, and martial arts and is ***enhanced*** by modern lighting, ***acoustics*** and ***choreography***.





A: That is to say we are going to see varied forms of Chinese arts in this performance. Am I right?

B: You are right. The 5,000-year-old Chinese civilization provides a ***vast*** pool of materials for the creation of acrobatic shows[2]. Using their professional skills, Chinese ***acrobats*** have performed the topics which people are most interested in. In recent years, special cooperation between Chinese and foreign artists has given new life to traditional Chinese acrobatics[3].

A: You must be kidding. You mean that traditional Chinese acrobatics is performed by foreigners?

B: Yes.

A: I'm really expecting to see it. When and where will it be on?

B: 7 p.m. at ***Oriental Plaza***.

A: It's half past six. Let's go.

Dialogue 2

Lily, the local guide, is talking with her tourists about Peking Opera.

(A: Lily B: Tourist)



A: Ladies and gentlemen, attention please. After dinner, we are going to watch Peking Opera.

B: Which theater are we going to?

A: Chang'an Grand Theater.

B: Sorry, but what's Peking Opera? I have no knowledge about it.



A: It is a traditional Chinese art that integrates singing, dancing, talking and acrobatic performing[4].

B: It must have a long history.

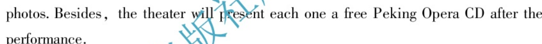
A: You are right. As a local drama of Beijing, it has a history of about 200 years.

B: It is said that the performers of Peking Opera wear beautiful clothes.

A: Actually, most of the costumes in Peking Opera are made in handicraft embroidery, and they are ***elegant*** and ***brilliant***[5].

B: I want to wear the opera costume and have a photo taken. Do I have a chance?

A: Yes. After watching the performance, we have a chance to visit the backstage. There you can see how actors and actresses dress up. If you are interested, you can also dress the costume and take photos. Besides, the theater will present each one a free Peking Opera CD after the performance.



B: Great, I can't wait to watch it.



Dialogue 3

Lily is the local guide, and John is a foreign tourist, they are talking about the Yangge—Popular Rural Folk Dance.

(A: Lily B: John)

A: Tonight we will have a walk in Changchun City and to appreciate the beautiful night scenery, I am sure you will like it.



B: Of course. I have fallen in love with this city. It gave me a deep impression for its beauty, ***passion*** and love. Look, there are so many people, what are they doing?

A: Let's have a look. Oh, they are performing the Yangge.

B: Sorry, but what is Yangge? I have no idea about it.

A: Yangge is a popular rural folk dance, it originated in Han Dynasty, and has a long history about one thousand years.

B: I saw those people are very happy and the background music is joyful.

A: You are absolutely right. The form of Yangge is humorous and simple. Nowadays, people will perform Yangge on very happy occasions, such as festivals and celebrations, especially in Spring Festival[6].

B: It's said that Yangge performers often wear colorful clothes, am I right?

A: Yes. Yangge teams are full of rich colors, characters can be ***judged*** from the costumes, such as Monkey and Pig in "***Journey to the West***", the White Snake Lady in "***Legend of the White Snake***". They are all well known folk stories in China.

B: I like the background music, sounds cheerful and happy, it makes me want to join them.

A: The background music of the performance is played by gong, drum, suona, etc.

B: What a surprise! A ***giant*** man is over there. What is he doing?



A: He is performing a kind of dancing, called Caigaoqiao— ***stilt***-walking, it is loved by audience. Other dances, such as ***Dragon Dance***, ***Boat that Runs on Land*** are also popular for their liveliness, variety, high skill and ***molding*** beauty.

B: I am interested in Yangge very much, let's appreciate their performance. OK?

A: Of course, go ahead!

Notes

1. Although it is not as specific as literature, it is more vivid and lively. 尽管它不像文学那么具体，但它更加形象生动。
2. The 5,000-year-old Chinese civilization provides a vast pool of materials for the creation of acrobatic shows. 五千年的中国文明为杂技表演的创作提供了大量的素材。
3. In recent years, special cooperation between Chinese and foreign artists has given new life to traditional Chinese acrobatics. 近年来，中外艺术家之间的强强联手给传统的中国杂技注入了新的生机。
4. It is a traditional Chinese art that integrates singing, dancing, talking and acrobatic performing. 它是一种传统的中国艺术，融合了歌唱、舞蹈、对白和杂技表演。



5. Actually, most of the costumes in Peking Opera are made in handicraft embroidery, and they are elegant and brilliant. 实际上，大多数京剧戏服都是手工刺绣品，这些戏服款式优雅，颜色鲜艳。
6. Nowadays, people will perform Yangge on very happy occasions, such as festivalsand celebrations, especially in Spring Festival. 如今，人们通常会在一些欢乐的场合扭秧歌，如节日和庆典上，特别是春节期间。

Part Ⅲ　Traditional Holiday Introduction

Words and Expressions

masculine [æ] *adj.* 男性的，阳性的
chrysanthemum [æ θə ə] *n.* 菊花
cornus [ɔː ə] *n.* 山茱萸
travel note 游记
inspiration [ə ʃə] *n.* 灵感；鼓舞
avoidance [ə ɔ ə] *n.* 逃避；废止
evil spirit 幽灵；恶鬼
disaster [ɑː ə] *n.* 灾难，灾祸；不幸
practice [æ] *n.* 实践；练习；惯例 *vt./vi.* 实习，练习
folktale [ə] *n.* 民间故事
devil [ə] *n.* 魔鬼；撒旦；恶魔
lay down and die 躺下然后死去；坐以待毙
swear [εə] *vt.* 发誓；咒骂 *vi.* 宣誓；诅咒 *n.* 宣誓；诅咒
get rid of 摆脱，除去
Taoist [ɑːə] *n.* 道士 *adj.* 道教的
defeat [ː] *n./vt.* 击败；战胜
soak [ə] *vi.* 浸泡；渗透 *vt.* 吸收，吸入
crane [ ] *n.* 鹤；吊车；起重机
dizzy [ ] *adj.* 眩晕的；头晕目眩的
scent [ ] *n.* 气味；嗅觉
sword [ɔː] *n.* 刀，剑
date [ ] *n.* 大枣
chestnut [ʃ ʌ] *n.* 栗子；栗树；栗色 *adj.* 栗色的
festivity [ ] *n.* 欢庆；欢乐；庆典



The Chinese Chong Yang Festival

The 9th day of September in the lunar calendar is "the Chinese Chong Yang Festival" and a happy occasion in autumn. According to the traditional theory of "Yin" and "Yang", both the 9th month and the 9th day of the month belong to "Yang", which means positive and ***masculine***, and "Chong" means double, thus it is called "Chong Yang".



People often gather for a party, appreciate ***chrysanthemums***, pin the leaves of ***cornus*** on clothes. And the custom of climbing mountains and eating a special cake also features the day.

This custom of climbing mountains can be dated back as early as West Han Dynasty. Some old ***travel notes*** have it that people climbed to mountain peaks not only for beautiful scenes and poetic ***inspiration***, but also the ***avoidance*** of ***evil spirits*** and ***disasters***.

This ***practice*** came from an ancient ***folktale***. It is said long ago there appeared a ***devil*** of plague in the Ruhe River. People ***lay down and died*** wherever it came up. A boy named Heng Jing ***swore*** to help his neighbors and fellow people to ***get rid of*** it. He visited many famous mountains to seek a ***powerful*** master. Finally an old ***Taoist*** took him in and taught him how to ***defeat*** the devil. Heng Jing put his whole heart into study and practice.



One day, the Taoist called him up and said, "Heng Jing, tomorrow is the 9th day of September and the devil will reappear. It is time for you to go home and stop the devil." The master also gave him a pack of leaves of cornus and a jar of liquor ***soaked*** with chrysanthemums. Riding a ***crane***, Heng Jing went a great distance back home in a day. As instructed by his master, he told his fellow villagers to climb up the nearby mountain with a cornus leaf pinned on their clothes and a glass of chrysanthemum liquor in hand.



When the devil of plague came up from under the water, it got ***dizzy*** by the ***scent*** of cornus and chrysanthemums. Heng Jing fought with his master's ***sword*** and killed the devil in a few rounds. People held parties, drank chrysanthemum liquor to celebrate it. And the next year, the custom of mountain climbing became popular among the villagers.



In the golden September, chrysanthemum blooms, reminding people of the folktale. And later a special cake with ***dates***, ***chestnuts*** and meat was made to add more ***festivity*** to the special day.

Part Ⅳ Skill Training for Tour Guides

Fill in the blanks with the words or phrases you think appropriate.

implement	obtain	refund	cost	schedule
departure	entertainment	tickets	recommend	

Q1. *What should a guide do if a tourist is unwilling to attend the entertainment program in the travel schedule?* (*游客不愿观看计划内的文娱节目，导游该如何处理？*)

(1) The guide should inform the tourist that it may be impossible to obtain __________ for the reserved ticket.

(2) If the tourist wishes to attend any other __________ no specified in the travel schedule, he does so at his own expense.

Q2. *The tour group is scheduled to watch the Peking Opera in the evening, but some tourists would rather attend an international football game. What is the guide expected to do?* (*团队原定晚上看京剧，但部分年轻游客想看国际足球比赛，导游该如何处理？*)

(1) The guide is expected to __________ the reception program.

(2) The tourists who wish to watch the football game should be informed that it may be impossible to __________ a refund for the opera __________ and that they are expected to make their own arrangements and bear the __________ for attending the game.

Q3. *Under what circumstance should a guide agree or disagree when the tourists request to have the entertainments themselves?* (*游客要求单独外出娱乐，导游在什么情况下可以同意，什么情况下不能同意？*)

(1) If there is enough time according to the __________, the guide may agree to the request, help arrange transportation, and may even __________ good shops.

(2) The guide should graciously deny any request that might delay the scheduled travel or __________.

Part Ⅴ　Topics on Chinese Culture: Silk

Ⅰ. Describe the information of silk according to the following pictures.

Key Word

moth（蛾）; silkworm（蚕）; mulberry [ʌ] leaves（桑树叶）; cocoon（茧）; pupa（蛹）; spin（纺织）



Ⅱ. Work in pairs. Work with partners and play the role of a local guide and the tourists, try to talk about Chinese silk.

Speaking Tips
Silk is the most suitable materials to make dress.
It is light, soft, durable and lustrous.
Silk must keep away from heat and acid and wash with care.
China was the first country in the world to breed silkworms and produce silk.
China started silk production about 4,500 years ago.
The Silk Road is an ancient trade route that linked China with Europe.

Card 1

中国丝绸以其卓越的品质、精美的花色和丰富的文化内涵闻名于世。

Card 2

苏杭的丝绸在中国最为著名，号称"丝绸之府"。

Card 3

自古以来，真丝就有"丝绸皇后"的美誉。有人类"第二皮肤"的美称。



Part Ⅵ Expanding Knowledge

Ⅰ. Special Terms

1. Types of Most Popular Cultural Events in China

peking opera	京剧	kong fu/gong fu	功夫
martial arts	武术	shadow play	皮影戏
folk music	民间音乐	folk dance	民间舞蹈
acrobatics	杂技	poetic drama set to music	杂剧
Huangmei opera	黄梅戏	cross-talk	相声
Chinese Quyi/Dramatic Balladry	中国曲艺	a two-man comic show	双簧
story-telling	说书	Kuaiban/allegro	快板

2. Concerts and Performing Groups

grand concert	大型音乐会	new year's concert	新年音乐会
recital	独奏会	concert hall	音乐厅
drum corps	鼓乐队	military band	军乐队
chorus	合唱团	traditional instrumental orchestra	民乐团
Philharmonic Orchestra 爱乐乐团			
Central Song and Dance Ensemble 中央歌舞团			
Central Nationalities Song and Dance Ensemble 中央民族歌舞团			
Central Ethnic Orchestra 中央民族乐团			

3. Some Famous Repertories of Peking Opera

Eight Immortals Crossing the Sea	八仙过海	Drunken Beauty	贵妃醉酒
Dream of Red Mansions	红楼梦	Marriage of a Fairy Princess	天仙配
Farewell My Concubine 霸王别姬			
Monkey King Subdues the White Bone Demon 三打白骨精			



4. Roles inPeking Opera and other Dramas

sheng/male lead	生	Dan/female character type	旦
jing/character with painted facial make-up	净	clown	丑
Qingyi/female of the demure type 青衣			
leading actress	女主角	leading actor	男主角
tragic figure	悲剧人物	comic figure	喜剧人物
cameo role	小配角	play a bit role	跑龙套

5. Acrobatic Gymnastics

human pyramid	叠罗汉	group gymnastics	多人技巧
balancing act	平衡表演	side show	余兴表演
comic show	滑稽表演	oral stunts	口技
fire spitting	吐火	wire walking	走钢丝
cycling in steel globe	环球飞车	wall-of-death riding	飞车走壁
flying knife	飞刀	forward flip	前空翻
back flip	后空翻	back bend	下腰
handstand	倒立	plate spinning	转碟
accidentally drop	失手	trick-cycling	车技

Ⅱ. Useful Expressions

1. The performance tonight is based on a sad love story.
   今晚的表演源于一个悲凉的爱情故事。
2. We're going to enjoy a traditional acrobatics show.
   我们将要观看一场杂技表演。
3. The performance will last two hours from 7 p. m. to 9 p. m.
   这场表演将从晚上 7 点到 9 点，持续两个小时。
4. Well, your seat is No. 10 at Row 7. Please go through the entrance on your right hand and then find Row 7. The seat numbers are on the back of the chairs.
   你的座位是 7 排 10 号。穿过你右手边的入口就会看到 7 排。座位号贴在椅子的背面。
5. How did you enjoy the play?
   你认为这出戏怎么样？
6. What did you think of the love story?
   你觉得那场爱情戏怎么样？



7. We'd better go to a comedy next time.
   下次我们最好去看一场喜剧。
8. I prefer straight plays.
   我喜欢看通俗易懂的话剧。
9. We've really enjoy ourselves and had a very pleasant weekend night.
   我们都玩得很开心，渡过了一个愉快的周末之夜。
10. They make the circus lively and cause people to laugh.
    他们使马戏充满生气，使观众捧腹大笑。
11. This is quite a show.
    表演真棒。
12. What funny faces and costumes!
    多么滑稽可笑的面孔和服装啊！
13. Peking Opera was formed in Beijing about 200 years ago mainly on the basis of Hui (of Anhui Province) and Han (of Hubei Province) Opera, but also absorbing some good points from other local operas, such as Kunqu and Shanxi types.
    京剧两百年前在北京形成，主要建立在安徽省的徽剧和湖北省的汉剧基础上，同时还吸收了其他地方剧的优点，如昆曲和陕西省地方戏。
14. Folk arts like ballad singing, storytelling, amusing talk, etc. are also among the favorites of Chinese people's leisure activities.
    说唱、说书、相声等民间艺术也是中国人喜闻乐见的娱乐形式。
15. The actor does not give a faithful reproduction of real life as it is, but translates it according to a stylized routine.
    演员并非忠实地再现现实生活，而是通过一定的形式表现出来。
16. Peking Opera of China is a national treasure with a history of 200 years.
    中国的京剧是有着两百年历史的国家财富。
17. Peking Opera is widely regarded as the highest expression of the Chinese culture.
    京剧被广泛认为是中国文化的最高表达方式。
18. In the ancient times, Peking Opera was performed mostly on open-air stages in market, streets, teahouses or temple courtyards.
    在古代，京剧主要在户外的舞台上演出，如市场、街道、茶馆，或者寺庙的院子里。
19. Regardless of the four seasons, the opera costume is the same, although the elements are described in every scene and have to be made clear by the actor's movements.
    不论什么季节，戏服都是一样的，虽然在每一场中都要由演员的动作描述自然情况。
20. Peking Opera costume has to distinguish a character's sex and status at first glance,



and may well be regarded as having the main function of marking off people from all walks of life.

京剧的戏服要能够使人在第一眼就能区分角色的性别和身份，戏服的主要功能就是区分人物的职业。

21. Peking Opera can be divided into "civil" pieces, which are characterized by singing, and "martial" ones, which feature acrobatics and stunts. Some operas are combinations of both.

    京剧分成文戏和武戏，其中文戏以唱为主，武戏以杂技和绝技表演为主。有的京剧综合了文戏和武戏。

Part Ⅶ Exercises

Ⅰ. Translate the following sentences into English.

1. 中国的国粹京剧有两百多年的历史。
2. 全世界越来越多的人喜欢上了京剧。
3. 二人转自草创至今，大约有近300年的历史。
4. 单出头语言风趣幽默，滑稽可笑。
5. 中国的杂技艺术历史悠久，源远流长，是中华民族珍贵的优秀文化遗产。

Ⅱ. Translate the following sentences into Chinese.

1. Among hundreds of local operas, Peking Opera is the most widely enjoyed, which is also called "the national opera".
2. Laosheng is generally a respectable gentleman with a long beard and a fine baritone voice.
3. Xiaosheng is often a young lover or a student.
4. The nature of each character is often shown through the different colors and patterns of the facial make-up.
5. It is believed that acrobatics grew out of the labor and self-defense skills that the people practiced and demonstrated during their leisure time.

Ⅲ. Complete the following dialogues in English with the information given.

(A local guide is escorting a tourist to watch the acrobatic performance.)

(A: Tour Guide　　B: Tourist)

A: Tonight, I will escort you to ________________ (看杂技表演). I hope you'll like it.

B: Sounds good. It's great to have this opportunity since I like it very much.



A：What kind of things do you prefer?

B：All kinds. Such as ____________________ (魔术表演、空中飞人、走钢丝).

A：Really? ____________________ (这些表演你今天晚上都会看到的).

B：Wonderful! When shall we set off?

A：____________________ (表演将在晚上 8 点开始，我们 7 点从酒店出发就可以).

B：OK，I'm looking forward to it.

Ⅳ. Role-play

Work with your desk-mate and play the role of a tourist and a local guide. The local guide should give an explanation of Peking Opera—its history，roles，musical instrument，etc.

Unit Eight

At the Airport





Part Ⅰ Check-in at the Airport

1. At the Information Desk

(A: Clerk of the Airline B: Tour Leader)

Scene 1

A: Good morning. Can I help you?

B: Yes, I'd like to know whether there is a flight to New York.

A: Yes. Flight 312 departs at 10: 40 a. m. and arrives in New York at 13:30 p. m.

B: How many flights do you have toNew York every week?

A: We have 3 flights, on Monday, Wednesday and Friday.

B: OK, thank you for your help.

A: You're welcome.

Scene 2

A: Good afternoon, madam. May I help you?

B: Good afternoon. We have a connecting flight on MH 235 to Kuala Lumpur[1]. Where do we check in our luggage?

A: Please go to the counter beside the information desk.

B: Do you know when they begin to check in?

A: What is the departure time of your flight?

B: 2 p. m.

A: Let me see. It's 12 a. m. now. So they will start in about half an hour.

B: Thank you very much. By the way, where can I make a phone call?

A: Down to the far end of the lounge and you'll find the phone booths there, madam.

B: Thanks.

A: It's my pleasure.

2. At the Check-in Counter

(A: Clerk of the Check-in Counter B: Tour Leader)

Scene 1

A: Good morning, sir. What can I do for you?

B: Is this the counter for NH 205 to Tokyo?

A: Yes, sir. Are you from the same group?

B: Yes, we are a group of 24 people.

A：May I have your tickets and passports, please?

B：Of course, here you are.

A：How many pieces of luggage do you have altogether?

B：30 pieces.

A：OK, here are your tickets, passports and boarding passes. Your luggage claim tags are attached to the tickets cover.

B：Thank you.

A：You're welcome.

Scene 2

A：Good evening, madam. Can I help you?

B：Yes, I'd like to check in, please.

A：Can I see your ticket and passport, please?

B：Here you are.

A：Do you have any luggage to check in?

B：Yes, only one suitcase.

A：OK. Would you like a window seat or an aisle seat?

B：Can I have an aisle seat?

A：No problem, here are your ticket and boarding pass. Your seat is 5A.

B：Thanks a lot.

3. Luggage Check-in

(A：Clerk of the Check-in Counter　　B：Tour Leader)

Scene 1

B：Excuse me, miss. Should I check in here for Flight AF 310 to Paris[2]?

A：Yes, sir. May I have your passport and flight ticket, please?

B：Sure, here are 10 tickets and 10 passports. We are from the same tour group. Can we have the seats together?

A：Let me see… OK. No problem. How many pieces of luggage would you like to check in?

B：We have 10 suitcases altogether.

A：Would you please put them on the scale?

B：OK. They are not overweight, right?

A：I'm sorry. They are 3 kilograms over.

B：Oh, that's too bad. It must because of the brochures. Can I put them in my carry-on luggage[3] and take them with me?

A：Since you don't have any carry-on luggage, you can do like that.



B: That's good. By the way, could you explain the free baggage allowance to me[4]?

A: Of course. On transcontinental flights to France, your free baggage allowance is not more than 30 kilograms each.

B: I see. Thank you.

A: Alright. Here are your baggage claim tags, flight tickets, boarding passes and passports.

B: How can I get to Gate 15 from here?

A: Take the escalator over there and turn left. You'll see the sign.

B: Thank you very much.

Scene 2

A: May I help you, sir?

B: Yes, we're here to check in for the flight to Sydney. Here are our tickets and passports.

A: OK, please put your luggage on the scale. How many pieces of baggage do you want to check in?

B: Eight. Can I take this bag with me as a hand luggage?

A: Let me weigh. Oh, sorry, it's overweight. The allowance for the hand luggage is 8 kilograms. Yours is 10 kilograms.

B: I see. Then put it with the other luggage together.

A: OK. Here are your claim tags for the nine baggage, your passports and tickets.

B: Thank you.

A: My pleasure.

4. Getting Aboard a Plane

(A: Stewardess B: Tourist)

Scene 1

A: Good afternoon. Welcome aboard. This way, please.

B: Thank you, miss. Can you direct me to my seat?

A: Certainly. May I see your boarding pass, please?

B: Sure, here it is.

A: It's 20-B. Come here, please.

B: Thank you. Where can I put my bag?

A: You can put your coat and small things on the rack over your head compartment and your bag at your feet.

B: OK, thank you. Where is the button that controls my chair?

A: Right here on the armrest.

B: Thank you.

A: It's my pleasure to serve you.

Scene 2

B: Excuse me, miss. My wife and I were assigned separate seats. Can you help me find two seats together?

A: Please wait a moment, I will check for you. Yes, if you don't mind, we have two empty seats in the back of the cabin, is that alright for you?

B: No problem. So long as we can sit together. You know it is a long flight. Thank you very much.

A: You're welcome.

B: May I use the lavatory now?

A: I'm afraid not. Would you wait until we take off? We'll be leaving in 10 minutes.

B: No problem. I can wait. Thank you.

Notes

1. We have a connecting flight on MH 235 to Kuala Lumpur.
   我们要转乘 MH235 次航班去吉隆坡。
   connecting flight：转接航班；MH：Malaysia Airlines，马来西亚航空公司，简称“马航”；Kuala Lumpur：吉隆坡，马来西亚首都。
2. Should I check in here for Flight AF 310 to Paris?
   我是在这里办理去巴黎的 AF310 次航班的登机手续吗？
   AF：Air France，法国航空公司
3. carry-on luggage：随身携带的行李，另一种表达：hand luggage
4. By the way, could you explain the free baggage allowance to me?
   顺便问一下，你能给我解释一下免费行李重量吗？
   free baggage allowance：免费托运行李重量

Part Ⅱ Immigration and Emigration

1. Immigration Formalities

(A: Immigration Officer B: Tour Leader)

Scene 1

A: Good morning. Please show your ticket, passport and immigration card.

B: Here you are.

A: What's the purpose of your visit in this country? On business or for pleasure[1]?



B: On business. I'm here with a tour group. I'm the tour leader. We have several places to visit.

A: I see. How long will you stay in New Zealand?

B: We will stay here for 7 days and leave on April 23th.

A: Where do you intend to stay while in the country?

B: In the hotels.

A: How much money have you got?

B: I have 2,000 U. S. dollars in cash.

A: Have you got return tickets?

B: Yes. Here you are. Can I leave now?

A: Do you remember when you got your last vaccination?

B: 3 days ago, just before I came here. You can find the information in my health certification.

A: OK. I think you are cleared. Thank you for your cooperation and have a good trip here.

B: Thank you.

Scene 2

A: Good afternoon, sir! May I see your passport and arrival card, please[2]?

B: I'm the leader of the tour group. We have a group visa[3].

A: Please show it and all the members' passports to me.

B: Certainly. Here you are.

A: Leader, why is this passenger's date of birth different from that in his passport?

B: Let me have a look. Oh, I had made a mistake when I filled in the visa form. Sorry, would you help me correct it?

A: No problem. Can I have the address, telephone number and name of the linkman of the local travel agency?

B: Sure. Here you are.

A: Please let your passengers keep their arrival cards in their passports, and go through one by one according to the order of the name list.

B: OK. I will be the last one.

2. Luggage Claiming

Scene 1

(A: Clerk of the Airport B: Passenger)

A: Good morning. What can I do for you?

B: Yes. I came from Hangzhou by CA 558. Where can I get my luggage?

A: The luggage claim area is downstairs. You can find your luggage there.

B: Thank you.

(*a moment later*)

B: Excuse me, sir. I can't find my luggage. Here is my claim tag. Can you help me?

A: Don't worry, madam. Can you describe your luggage?

B: One is a medium-sized suitcase, and it's dark blue. The other one is large Polo with my name tag. It's black.

A: Are those yours? I'm afraid you've come to the wrong place.

B: Oh, yes, they are mine. Thank you very much. But the handle of this one is broken. What should I do?

A: Please go to the Luggage Service over there. The clerk there will help you.

B: OK. Thank you for your help.

Scene 2

(A: Tourist　　B: Clerk of the Luggage Service)

A: Is this where I go about lost baggage?

B: Yes, sir. What happened to your baggage?

A: One of my suitcases hasn't show up till now.

B: What flight are you on?

A: Thai Airways, Flight 236.

B: What does the baggage look like?

A: It's a gray leather backpack.

B: OK. Could you show me your baggage claim check?

A: Here it is.

B: All right, sir. Why don't you have a look over there on those shelves? That's the unclaimed baggage from Thai Airways flights today[4].

A: OK. Oh, it is here. Thank you very much.

B: It's our pleasure to serve you.

3. Customs Clearance

(A: Customs Inspector　　B: Passenger)

Scene 1

A: Goodmorning, sir. May I have your customs declaration form[5]?

B: Sure. Here you are.

A: Do you have anything to declare?

B: No. I don't.

A: Please open this bag. What are these?



B: These are for my personal use. And these are gifts for my friends.

A: Do you have any liquor or cigarettes?

B: Yes. I bought 5 bottles of brandy.

A: I'm afraid you'll have to pay duty on that. Please give this declaration form to that official at the exit.

Scene 2

A: Anything to declare?

B: I suppose no, except a carton of cigarettes. That's duty-free, isn't it?

A: Yes, one can bring in one carton duty-free. Will you open your suitcase, please?

B: Certainly. Only personal effects.

A: Is that a new camera?

B: No, it's an old one; I have the receipt of it.

A: May I have a look?

B: Sure. Here it is.

A: All right. You may go through now.

4. Security Check

(A: Security Inspector　B: Tourist)

Scene 1

A: Good morning, sir. Please put your bag onto the x-ray scanner.

B: Oh, sure.

A: Now step through this arch.

B: Did I do something wrong? Is everything OK?

A: Don't worry. Are you carrying anything metallic on your person?

B: Oh, yes. My house keys.

A: Please put them into this plastic container and step again through the arch.

B: OK.

A: You're OK now. Don't forget your bag and the keys there.

B: I won't. Thank you very much.

Scene 2

A: Good afternoon, madam. Could you please put that bag on the counter and open it? What is inside?

B: Some clothes, a couple of books and some souvenirs.

A: Do you have anything else?

B: Let me see. Oh, yes, a pack of green tea and some pears.

A: I'm sorry, madam. You're not allowed to bring fresh fruits into Sydney. They will be confiscated[6].

B: Oh, that's OK. Can I leave now?

A: Well, you are in the clearance now. Sorry to have bothered you.

B: That's all right.

5. Emigration Formalities

Scene 1

(A: Emigration Officer B: Tourist C: Customs Inspector)

A: May I have your passport and exit card, please?

B: Certainly. Here you are.

A: It's all right. Please go to the customs.

C: Please show me your Customs Declaration, sir. Do you have anything to declare?

B: No, I don't think so.

C: Well, would you mind opening this bag?

B: No.

C: I will examine your luggage and check it with your declaration form. Please show me the valuable articles you brought in.

B: Certainly. Here you are.

C: OK, Everything is fine. Your luggage is passed.

B: Thank you.

Scene 2

(A: Customs Inspector B: Tourist)

A: Good morning, sir. May I see your Declaration Form?

B: Certainly, sir. Here you are.

A: All right. Do you have anything special to declare?

B: No, I don't think so. I bought three iPods. They are for my friends.

A: Get them out and let me have a look, will you?

B: Certainly. Here you are.

A: Do you know its value?

B: About 200 dollars, I guess. Here is the receipt[7].

A: That will be fine then. What about these chocolate candies?

B: They are gifts for my children. Do I have to pay duty on them[8]?

A: No, they are not expensive, so you don't have to pay.

B: So, can I leave now?

A: Yes. I think you're cleared.

B: Thank you.



Notes

1. On business or for pleasure?
   完整的句子应为：Are you here on business or for pleasure?
   您是来出差还是来观光的?
2. May I see your passport and arrival card, please?
   请出示您的护照和入境卡。
   入境卡：arrival card；entry card；disembarkation card；incoming passenger card
   出境卡：departure card；exit card；embarkation card；outgoing passenger card.
3. We have a group visa.
   我们有团体签证。
   团体签证：group visa；个人签证：individual visa
4. That's the unclaimed baggage from Thai Airways flights today.
   那是今天来自泰国航空公司无人认领的行李。
5. May I have your customs declaration form?
   请出示您的报关单。
6. They will be confiscated.
   它们将被没收。
7. Here is the receipt.
   这是收据。
8. Do I have to pay duty on them?
   我需要纳税吗?

On the Plane

Unit Nine





Part Ⅰ Having Meals

1. Ordering Drinks

(A: Stewardess B: Tour Leader C: Tourist)

Scene 1

A: Excuse me, sir. Do you need anything to drink?

B: What kind of drinks do you have?

A: We have coffee, tea, juice, Coke, Sprite and water.

B: Linda, what do you like to drink?

C: Orange juice is OK for me.

B: OK. Orange juice for the lady by the window and coffee for me, please.

A: Anything else?

B: Please give us some ice cubes.

A: Here you are.

C: Sorry, I don't like ice cubes, it's too cold. Thank you anyway.

B: By the way, how long does it take to get to Paris?

A: In less than 4 hours. We are on time, don't worry.

B: That's great. I'm anxious about my connecting flight. Do you have any information about it?

A: Yes, we have, sir. The in-flight magazine contains flight information[1]. Would you like to read it?

B: Yes, please give me one. And please get me some more coffee.

A: All right. Just a moment, please. I will get it for you.

Scene 2

B: Excuse me, miss. Could you get us something to drink, please?

A: Certainly, sir. We have coffee, tea, juice, water. We also offer alcoholic beverages[2]. What would you like?

B: Do we have to pay for the alcoholic beverages?

A: Yes. Would you refer to this price list, please? And then give me your order.

B: Well, in this case, just take us some mineral water, please[3].

A: OK. There'll be no charge for soft drinks. Here you are.

B: Thank you very much.

Scene 3

C: I am thirsty, leader. Can I have something to drink?

B: Wait a moment; I will call the stewardess for you.

A: Good morning. What can I do for you?

B: Yes, miss, this lady wants something to drink.

A: OK, what do you like, miss? We have coffee, tea, juice and water.

C: What did she say?

B: She asked you what you want to drink.

C: I just want some cucumber juice.

B: Cucumber juice, please.

A: Sorry, sir. We have run out of cucumber juice. But we have orange juice, pineapple juice, apple juice and tomato juice.

B: Cucumber juice is not available. How about tomato juice?

C: Tomato juice will do.

B: Tomato juice, please.

A: OK, I will take it for you, just wait a moment. Anything else?

B: Not at the moment. Thank you.

A: You're welcome.

2. Ordering Meals

(A: Stewardess　B: Tourist　C: Tour Leader)

Scene 1

A: Excuse me, sir. It's time for dinner. Would you mind putting down the tray?

B: Never mind.

A: We have Curried Chicken with Rice and Stewed Beef with Noodle. Which one do you prefer?

B: Chicken with rice, please.

A: Fine. Would you like something to drink? We've got whisky, brandy, red wine, beer, fruit juice and mineral water.

B: A glass of red wine, please.

A: OK. Is there anything else I can do for you?

B: Can I have some coffee, please?

A: Coffee will be served in a few minutes[5].

B: Thank you very much.

A: You're welcome. Enjoy your meal.



Scene 2

A: Ladies and gentlemen. We will be serving you meal with tea, coffee and other soft drinks. Please put down the table in front of you and take what you like. For the convenience of the passenger behind you, please return your seat back to the upright position during the meal service[6]. Thank you.

C: Ladies and gentlemen. It's time for dinner. Please put down our tray tables and bring back our seats to the upright position.

A: Excuse me. Would you prefer chicken or beef?

C: I'd like chicken, please.

A: Which drink would you like, beer, Coke, juice or mineral water?

C: Beer, please.

A: I see your friend is sleeping. Could you order for him?

C: That's all right. Give him beef and orange juice, please.

B: Boy. That was a good nap[7]. Is it time for dinner?

C: Yes. I have ordered beef and orange juice for you, it that OK?

B: Of course. It's so considerate of you.

Notes

1. The in-flight magazine contains flight information.
   飞行杂志上有航班信息。
2. We also offer alcoholic beverages.
   我们还提供各种酒精饮料。
3. Well, in this case, just take us some mineral water, please.
   哦，既然这样，就给我们来点矿泉水吧。
4. We have run out of cucumber juice.
   我们没有黄瓜汁了。
5. Coffee will be served in a few minutes.
   过一会儿才有咖啡。
6. For the convenience of the passenger behind you, please return your seat back to the upright position during the meal service.
   为了方便后面的乘客，请大家在用餐时将座椅靠背调正。
7. Boy. That was a good nap.
   哇，睡得真香。



Part Ⅱ Showing Care for Sick Tourists

1. Tourist Feels Airsick

(A: Cabin Attendant B: Tour Leader)

Scene 1

A: I see your seat light is on. What can I do for you?

B: Yes, I'm the leader of the tour group and one of them is not feeling well.

A: What is the problem?

B: It seems that she is airsick.

A: I'm very sorry for that. What can I do for you?

B: Could she stretch out on those two empty seats[1]?

A: Yes, all right. Would you like a pillow and a blanket for her?

B: Yes, it's so kind of you. Do you have any medicine for airsickness?

A: Would you like me to call our doctor for her?

B: That will be fine. Thank you. By the way, would you bring a cup of hot water for her? It may make her more comfortable.

A: Certainly. Just a moment, please.

B: Thank you very much indeed.

Scene 2

A: What can I do for you, sir?

B: Excuse me, miss. A member of our tour group feels like vomiting. Can I bother you for some iced water, please[2]?

A: Certainly, sir. But I think a glass of hot water is better for him. It may help settle down his stomach[3].

B: Yes, please.

A: He can find an airsick bag in the seat pocket in front of him, if he needs it.

B: Thank you very much.

A: That's all right. I'll be back with the water in a minute.

B: Thank you so much.

2. A Tourist Feels Cold

(A: Cabin Attendant B: Tour Leader)

A: May I help you?



B: Yes. Would you please bring us some blankets? Some tourists of our group feel a little cold.

A: Sure. I will get some for you. By the way, did you turn off the air-flow overhead[4]?

B: Yes, I did. But I still feel cold.

A: I will be back with the blankets shortly.

B: Thank you very much for your help.

Notes

1. Could she stretch out on those two empty seats?
   她可以在那两个空座上平躺吗?
2. Can I bother you for some iced water, please?
   能麻烦您给我们一些冰水吗?
3. It may help settle down his stomach.
   这会让他的胃舒服一些。
4. By the way, did you turn off the air-flow overhead?
   顺便问一下,您把头顶的气流关上了吗?

Part Ⅲ　In-Flight Services

1. Changing Seats

Scene 1

(A: Tourist　　B: Tour Leader)

A: Excuse me, leader, but can you do me a favor?

B: Certainly. What can I do for you?

A: I prefer a window seat, so I can enjoy the view outside. You know it is the first time for me to take flight.

B: Oh, is it?

A: Yes. I'm honest[1].

B: Good. Looking out of the window sometimes scares me. So I'd like to be the man in the middle.

A: Thank you very much, leader.

B: No problem. Enjoy your flight.

Scene 2

(A: Tour Leader　　B: Tourist　　C: Stewardess)

B: I feel terrible sick, leader. I wonder if I could change my seat to the front part.



A: Let me try. I'll contact the cabin attendant. (*push the call button*)

C: May I help you?

A: Sorry to bother you. But this lady feels terrible sick because of airsickness. Is it possible to change her seat to the front?

C: Wait a moment, please. There's no vacant seat now. So I'll have to ask other passengers for help.

A: Thank you very much.

C: By the way, let her hold the bag in case she vomits[2].

B: I see.

C: OK, miss. This gentleman would like to change seat with you. Hope you'll feel better there.

B: Thank you very much.

C: You're welcome.

2. Asking for Chinese Newspapers

(A: Tour Leader B: Stewardess)

A: Excuse me, miss, where is the lavatory?

B: The lavatories are in the rear of this section, sir.

A: I see. Thank you. By the way, have you got something for us to read?

B: How about New York Times and Washing Post[3]?

A: I'm sorry. Some tourists of our group can't speak English. Do you have any Chinese newspaper or magazines?

B: Not many, only People's Daily. Would you like some copies?

A: Yes, please. That's very kind of you.

3. Special Service for Babies

(A: Tourist B: Stewardess)

A: Do you have a cot for my baby?

B: Sorry, madam. You didn't tell the airline when you booked your ticket. We just provide a cot when there is a need[4].

A: OK. I have a baby's car seat. Do you have a spare seat for me to attach it to[5]?

B: Yes, would you like to move to the back of the aircraft? And there are two seats together.

A: Thank you. I'll change his nappy first. Can you help me?

B: OK. Let me help you. Put the wet one into this sick bag, and here is a hot towel for you.

A: Oh, thank you so much.

B: Anything else?



A: Yes, I'm so tired and I want to have a good sleep, so could I have a blanket?

B: No problem. I'll be back with it soon.

A: Thanks again.

4. Handling with In-Flight Facilities

(A: Tour Leader B: Stewardess C: Tourist)

A: Excuse me, miss. Could you help me adjust the airflow? It's blowing right to the old man.

B: Yes. You just turn the knob here above you in whichever direction you like, or you can shut it off by turning it tightly to the right.

A: Where is the reading light? I'd like to read the newspaper.

B: You'll find the switch for that on your right armrest.

A: This lady can't seem to adjust her seat. She'd like to lie back and take a nap. Can you help her?

B: There's a button here on the armrest. Just push and lean back at the same time[6]... that's right. Are you comfortable now, madam?

C: Yes, thank you.

B: Is there anything else I can do for you, madam?

C: I don't think my earphones are working[7].

B: Let me have a look. Can you hear anything now?

C: Yes, but it's too loud. How can I turn it down?

B: You can adjust the volume, the control switch is right here.

C: I see. Thank you, miss.

A: Which one is the movie channel?

B: Channel 5. But you can't watch until takeoff.

A: Thank you for your help.

B: At your service.

Notes

1. I'm honest.
   我说的是实话。
2. Let her hold the bag in case she vomits.
   让她拿着这个袋子，以防呕吐。
3. How about *New York Times* and *Washing Post*?
   《纽约时报》和《华盛顿邮报》可以吗？
4. We just provide a cot when there is a need.
   我们只在需要时提供。



5. Do you have a spare seat for me to attach it to?
   您能帮我腾出一个座位固定它吗?
6. Just push and lean back at the same time.
   按住按钮，同时向后靠。
7. I don't think my earphones are working.
   我觉得我的耳机不好使了。

Part Ⅳ Before Arrival

1. Asking for Entry Cards and Customs Declarations

(A: Cabin Attendant B: Tour Leader)

Scene 1

A: What can I do for you, madam?

B: May I have some entry cards and customs declarations?

A: Certainly, madam. We will be handing them out for passengers to fill in.

B: There're 25 members in our group, so please give me 25 cards and 25 forms. I'll fill them out.

A: Here you are. Please tell your tourists not to ask any more.

B: I see. Thank you, miss.

A: Please fill them out before your arrival. If there is anything you don't understand, please let me know.

B: That's very kind of you.

Scene 2

B: Excuse me, what time do you expect to land at Melbourne International Airport[1]?

A: We should be there by 9 in the evening, sir.

B: Do you have any idea how long it will take us to go through the Immigration?

A: It all depends on the traffic from other arriving aircraft[2].

B: What should we do after we go through the Immigration?

A: Your next step is the baggage claim area.

B: Then what?

A: You'll go through the customs. And how long are you staying in Australia?

B: I have a one-month tourist visa. Will I be allowed to stay that long?

A: I'm afraid not. Your length of stay will be determined by the immigration officer.

B: Thank you.



2. Inquiring on the Plane

(A: Cabin Attendant B: Tour Leader)

A: May I help you?

B: Yes, I'd like to know the time difference between Beijing and London.

A: Beijing is eight hours ahead of London[3].

B: Are we gaining or losing a day on the way to Britain?

A: We're losing a day. So we're arriving on the same day.

B: And what's the actual time from Beijing to London?

A: About 10 hours.

B: Can you tell me what time we'll arrive?

A: Sure. About 8 p. m. I mean the local time. If you like further information on this, there's a guidebook in several languages at the information desk.

B: Do you have a Chinese edition?

A: Of course we have.

B: That's great. What's the weather like in London now?

A: It may be rainy. The temperature is around 27℃[4]. Please refer to the flight information on the screen[5].

B: Thank you very much.

A: You're welcome. Have a good time.

Notes

1. Excuse me, what time do you expect to land at Melbourne International Airport?
   请问大约什么时候能抵达墨尔本国际机场?
2. It all depends on the traffic from other arriving aircraft.
   这要取决于其他抵达航班的客流量。
3. Beijing is eight hours ahead of London.
   北京时间要早于伦敦 8 个小时。
4. The temperature is around 27℃.
   温度为 27 摄氏度左右。
   27℃读作 twenty-seven degree Celsius; Celsius: 摄氏温标, 冰点为 0℃, 沸点为 100℃。
5. Please refer to the flight information the screen.
   请参阅屏幕上的飞行信息。

Unit Ten

At the Hotel







Part Ⅰ Check-in at the Hotel

1. Check-in

Scene 1

(A: Receptionist B: Tour Leader)

A: Good evening, sir. What can I do for you?

B: I'm Feng Qiang from China International Travel Service. Our company made a reservation for 10 standard rooms and 1 single room two weeks ago[1].

A: Just a minute, please, Mr. Feng. I'll check our reservation records. China International Travel Service…. Sorry, there is no reservation from your company.

B: Could you check again a reservation for Thursday for the tour group from Nanjing?

A: Oh, yes. You had reserved 10 standard rooms and 1 single room for 5 days from May 1st to 6th.

B: Yes, exactly.

A: Can I have your passports, please?

B: Here you are. And this is the name list and passports of our group.

A: Thank you, sir. And please fill in the registration forms.

B: All right.

A: How are you going to pay, in cash or by credit card[2]?

B: Do you accept traveler's checks?

A: Certainly, sir. Here are the key cards to your rooms. Please make sure that you keep them with you all the time. You'll be required to show them when you sign for your meals and drinks in the restaurants and bars. Now, please follow the bellman who will take you to your rooms.

B: Thank you very much.

Scene 2

(A: Receptionist B: Tour Leader C: Local Guide)

A: Good morning, sir. May I help you?

C: Good morning. I'm the local guide of the United Travel Agency, my name is David Brown. Our company had a reservation with your hotel 3 days ago.

A: Wait a moment, please. I will check the reservation list. Yes, we are holding 15 twin rooms and single room for two nights for you.

C: That's right, but there is a change. Can we have 15 twins and 2 single rooms instead?

A: Let me check first. OK, we do have single rooms at the moment. But you'll have to pay for the other single.

B: I see. What's the room rate?

A: The daily rate for a single room is $120 per night. You are going to stay for two nights, aren't you?

B: Yes, so I should pay you $240, right?

A: Yes.

B: Here is the money.

A: Thank you.

B: Then that's settled. Thank you, David.

C: My pleasure.

A: Could I see your group visa, please?

B: Yes, of course. Here you are.

A: Thank you. Here are the registration cards. Please help your tour members fill them in.

B: Sure. Thank you.

A: It's my pleasure. Here are the room keys for your group. I hope you'll enjoy your stay at our hotel.

B: Thank you.

C: Is everything all right?

B: Yes. I have distributed all the keys to all the group members. Here is a copy of the name list for you. How about our luggage?

C: Don't worry. Your luggage will be sent to your rooms immediately.

B: OK, I will tell them.

2. Luggage Delivery

(A: Bellman B: Tour Leader C: Receptionist)

A: Good morning, sir. Welcome to our hotel.

B: Good morning. Can you help me with the luggage?

A: No problem. There are 15 pieces of luggage altogether, is that right?

B: You're right. Please send these 13 pieces to the rooms and leave the other two in your baggage room.

A: Is there anything valuable or breakable in them?

B: No, just items for daily use.

A: That's all right. I'll show you to the Front Desk. This way, please. I will put your luggage by the sofa over there.

B: I see. Thanks a lot.

A: I'll show you to your room when you finish checking in.



B: OK.

C: Good morning, sir. Are you the tour leader from China?

B: Yes. My name is Li Ping from China Comfort Travel Service[3]. We have eight rooms reserved at your hotel.

C: Just a moment, please. Let me check the list. Yes, we are holding eight twin rooms and one single room for your group[4].

B: That's right.

A: May I see and copy your group visa?

B: Certainly. Here you are.

A: Thank you. Here are the registration cards. Would you please help your group members fill them in?

B: I'll take care of them. Here you are.

C: Thank you. Here are the key cards for your group. The bellmen will carry the luggage to your rooms.

B: Thank you, miss.

A: Mr. Li, your room is on the 8th floor. This way to the elevator, please.

3. Confirming Wake-up Call and Luggage Collection

(A: Receptionist B: Tour Leader)

A: Good afternoon. Can I help you?

B: Good afternoon. I'm Li Ping, the tour leader from Beijing China Travel Service. I have made a reservation for 20 twin rooms for today, November 16th. But we have some last minute changes[5]. I need a connecting room for a family of five. Can you do that for me?

A: Let me check. Oh, sorry, sir. We don't have any more connecting rooms now[6]. Could I suggest a suite instead?

B: What about the rate?

A: As it is a family suite, it will cost the same as the two rooms.

B: That's great. I will take it.

A: Your checkout time is at 8 a. m. tomorrow morning. Is there any change in your schedule?

B: Yes. Could I change the time to 9 a. m.?

A: No problem, sir. And will all your group members check out together?

B: No. I just want to talk about this with you. There are 40 people in my group, but a couple won't go with the group. They'll have to remain for another two days. Can they keep the same room?

A: What's their room number?

B: 610.

A: Well, let me check. Yes, they can.

B: Very good.

A: So you are staying here for one night and you'll check out at 9 a. m. tomorrow morning.

B: Exactly. Would you please give us a morning call at 7:00 tomorrow morning?

A: Certainly, sir. A morning call at 7:00 tomorrow morning and your luggage will be collected at 8:30. Will that be all right?

B: Yes, it's OK.

A: Here are the registration cards. Please fill them out. Thank you.

B: Don't mention it. Here you are.

A: Will you please sign your name here, sir? OK. Here are the room keys. Anything else?

B: No, not at the moment. Thank you very much.

A: My pleasure. Hope you'll have a good stay here.

Notes

1. Our company made a reservation for 10 standard rooms and 1 single room two weeks ago.
   两周前我们公司在您这预订了 10 个标准间和 1 个单人间。
2. How are you going to pay, in cash or by credit card?
   您打算怎么结账，是现金还是用信用卡？
3. My name is Li Ping from China Comfort Travel Service.
   我是中国康辉旅行社的李平。
4. Yes, we are holding eight twin rooms and one single room for your group.
   是的，我们为贵团预留了 8 个双人间和 1 个单人间。
5. But we have some last minute changes.
   我们有了最新的变化。
6. We don't have any more connecting rooms now.
   我们现在没有连通房了。

Part Ⅱ Hotel Service

1. Additional Bed and Daily Items

Scene 1

(A: Receptionist B: Tour Leader)

A: Good evening. May I help you?



B: Good evening. I'm Fang Ting, the tour leader of Jilin Overseas Travel Agency. The Australia Bound Travel Service has made a reservation for us.

A: Just a moment, please. Let me check. Yes, you have reserved 12 double rooms and 4 single rooms. Is that right?

B: Yes. But now there is a change in the number. Mr. and Mrs. Wang have brought their son with them. So we need one more single room.

A: Sorry, miss. We don't have any vacancy at the moment[1]. Can the Wangs have an extra bed in their double room for their son? It's more convenient for them to take care of him.

B: That's a good idea. How much does the extra bed cost?

A: It costs 25 U. S. dollars per night.

B: That's all right. Here are 25 dollars. Thank you for your consideration.

A: With pleasure. Hope you'll have a good time here.

Scene 2

(A: Attendant of the Service Center　B: Tour Leader　C: Tourist)

A: Housekeeping. May I help you?

B: Yes. I'm the tour leader of China Youth Travel Service. Could you bring some more towels to Room 1208, please? These here are too damp.

A: I'm sorry for that. I'll bring you some dry ones immediately.

B: One more thing. The soap and bath form are used up[2]. The pillow cases are dirty. The lady in that room wants to have them changed.

A: I'm terribly sorry for that. Our people will go to check it immediately.

B: Thank you, miss.

A: I should say sorry for bringing so much inconvenience[3].

(*a few minutes later*)

A: Housekeeping. May I come in?

C: Yes, come in, please.

A: Did you call for service, madam?

C: Yes. These pillow cases are very dirty. I want to have them changed.

A: I'll do it for you right now. Here are the soap, bath form and dry towels you asked for. I put them in the toilet.

C: Thank you, miss. By the way, the people next door were very noisy last night. I couldn't sleep well the whole night.

A: I'm sorry about the noise. I will check into it.

C: Fine, don't forget.

A: I will take care of it personally[4]. Have a good night.

2. Laundry Service

Scene 1

(A: Floor Attendant   B: Tourist)

A: Housekeeping. What can I do for you?

B: Yes. I have some laundry to be done.

A: Well, would you fill in the laundry form, please? The laundry bag and form are in the drawer of the writing desk[5].

B: Would you please send someone to pick up my laundry?

A: Yes, madam. Wait a moment, please. Just put your laundry in the bag.

(*a few minutes later*)

A: Housekeeping. May I come in?

B: Yes, please.

A: Good morning, madam. I come to collect your laundry.

B: When can I get my laundry back?

A: Usually in a day. If you send your laundry before 10:00 in the morning, it will be ready by the evening.

B: What's the price?

A: The price is printed on the laundry form. If you want express service, we'll deliver it within four hours at a 50% extra charge[6].

B: I see. Thank you for your service.

Scene 2

(A: Floor Attendant   B: Tourist)

A: Good evening, sir. Did you call for service?

B: Yes. Will you have the laundry done today?

A: I'm afraid it's too late for today's laundry, sir. We will deliver it tomorrow about 6:00 p.m.

B: Oh, that's too bad. I'm leaving tomorrow morning.

A: We have a special four-hour service. We will deliver it within 4 hours at a 50% extra charge.

B: That's all right.

A: Please fill in the laundry form and put it in the laundry bag with your laundry.

B: There is a stain on this overcoat. I'd like to remove it before it's dry-cleaned.

A: What kind of stain is it, sir?

B: I spilled some coffee on it.

A: We'll do our best to remove it, but we can't guarantee the result[7].



B: OK.

A: Is there anything else I can do for you?

B: Nothing else at the moment. Thank you very much.

A: Our pleasure.

3. Room Service

(A: Head Waiter of the Room Service B: Tourist)

A: Room service. Can I help you?

B: Yes. I'd like to have my breakfast in my room tomorrow morning. Could you send it here? I'm in Room 1215.

A: Certainly. What would you like to have?

B: I'd like a full breakfast [8].

A: What kind of juice would you like?

B: Watermelon juice.

A: Which one do you prefer, sausage, bacon or ham?

B: Bacon, please.

A: How would you like your eggs, fried or boiled?

B: Two fried eggs, sunny-side up[9].

A: OK. So that's watermelon juice, bacon and eggs, sunny-side up.

B: That's right. By the way, is there any other way to have room service?

A: Yes. Just check the items you would like for breakfast in your doorknob menu, mark down the time and hang it outside your door before you go to bed.

B: But what should I do with the dishes when I finish my breakfast?

A: Please leave them outside your room. The waiter will go to collect them.

B: I see. Thank you very much for your service.

4. Maintenance Service

(A: Attendant of Service Center B: Tour Leader)

A: Housekeeping. May I help you?

B: Yes. There are a lot of problems in Room 1215. Can you get someone up here?

A: Could you tell me what is wrong?

B: First, the air conditioner doesn't work. The room is very hot now. Second, there is something wrong with the tap. It keeps running. Also there is not enough toilet paper and soap.

A: I'm really sorry about it. Don't worry, we'll send a repairman there at once.

B: When he comes, could you tell him to bring a new bulb at the same time? One of the bed lamps just went out.

A: That's too bad. Would you like to change to another room, sir?



B：No，I like this room because I can enjoy a wonderful views here.

A：No problem. Wait a moment，please. Someone will go to your room right away.

Notes

1. We don't have any vacancy at the moment.
   我们目前没有空房了。
2. The soap and bath form are used up.
   肥皂和沐浴液用完了。
3. I should say sorry for bringing so much inconvenience.
   很抱歉给您带来诸多不便。
4. I will take care of it personally.
   我会亲自去关注此事。
5. The laundry bag and form are in the drawer of the writing desk.
   洗衣袋和洗衣单在书桌的抽屉里。
6. If you want express service，we'll deliver it within four hours at a 50% extra charge.
   如果您需要快洗服务，我们将在4个小时内送回衣物，但要加收50%的费用。
7. We'll do our best to remove it，but we can't guarantee the result.
   我们会尽力清除，但我们不能保证能去掉。
8. I'd like a full breakfast.
   我想要美式早餐。美式早餐通常有果汁、咖啡、香肠（熏肉或火腿）、鸡蛋和面包或烤面包片。
9. sunny-side up：（煎蛋时为使蛋黄留在上面而）单面煎。easy over/fried over：双面煎。

Part Ⅲ Inquiring at the Hotel

1. About Telephone Service

(A：Receptionist　　B：Tour Leader)

A：This is Reception Desk. What can I do for you?

B：Yes. I'd like to make a call to my local guide in his room. What should I do?

A：What's his room number?

B：521.

A：Please dial 80 first and then the room number.

B：I see. If I want to make a local call，what should I do then?

A：Please dial 9 for outside call first，followed by area code and the number you want.

B：May I know the area code in your country?

A：There is a telephone directory in the drawer of the writing desk. You may refer to it[1].



B: One more question, how can I make a call back to China?

A: Then you should put a deposit in the front desk first, and then I'll make an international call for you.

B: I see. Thank you very much for your help.

A: You're welcome, sir. If you have any questions, please call me again.

2. About Hotel Facilities and Services

(A: Bellboy B: Tour Leader)

A: May I have your key card? Let me open the door... you first, madam. Where should I put your luggage?

B: Please put them under the desk. Thank you.

A: May I draw the curtain aside?

B: Of course. It looks nice, but how do I come to feel so cold?

A: Oh, the air-conditioner is out. You can turn it on. The control board is right on the wall by the light switch[2]. You may adjust the temperature to what you like.

B: I'd like to watch TV, how to use the remote control?

A: Just press the "power" button, and pick the channel you like.

B: Do I have to pay for it?

A: No, we don't charge for watching regular programs[3].

B: If I want to drink hot water, how should I do?

A: Here is an electric mini-jar. You can boil the water with it.

B: That's good. Is the restaurant open now? I'm a little hungry.

A: Sorry. The service hours of the restaurant are from 7 a. m. to 9 p. m. Would you try our room service? It's available until midnight or you may go to the coffee shop which is open around the clock[4].

B: That's great. Please bring one steak dinner and one glass of red wine to the Massage. I'm tired and I think I will stay there for a while.

A: OK, madam. Anything else?

B: Not at the moment, thank you. Here is the tip for you.

A: That's very kind of you, madam.

3. About City Tour

(A: Clerk of the Information Desk B: Tour Leader)

A: Information. May I help you?

B: Yes. Some tourists want me to take them to go around the city on the free day. Would you please tell me some interesting places nearby?

A: Sure. There is a Museum of Modern Art. Most tourists would like to go there.

B: Is it far from here?

A：Not very far. It will take you about half an hour on foot.

B：Could you show me the direction?

A：Walk along this road, and turn right at the third traffic light. You will see it.

B：We plan to go to the Disneyland tomorrow afternoon. Do you know how much the entrance fee is?

A：For adult, 10 dollars per person. For children, only 5 dollars. For a group of more than 10 people, you may get a discount of 20%[5].

B：How long will it take by bus?

A：It takes about 40 minutes by Bus 11. The bus stop is right outside the hotel.

B：Can we buy some souvenirs nearby?

A：Yes, sir. There is a crafts market just opposite the hotel. I'm sure you'll find some souvenirs you like at the market.

B：How about the price and quality of the items?

A：They are very reasonable in price and are of good quality[6].

B：Thank you very much for your information.

A：With pleasure.

Notes

1. There is a telephone directory in the drawer of the writing desk. You may refer to it.
   书桌的抽屉里有电话簿，你可以参考。
2. The control board is right on the wall by the light switch.
   控制板在墙上灯的开关旁边。
3. No, we don't charge for watching regular programs.
   不，收看一般节目是不收费的。
4. You may go to the coffee shop which is open around the clock.
   你可以去咖啡厅，那里昼夜营业。
5. For a group of more than 10 people, you may get a discount of 20%.
   10 人以上的团队可以打 8 折。
6. They are very reasonable in price and are of good quality.
   价格合理，质量又好。

Part Ⅳ　Checkout at the Hotel

1. Reconfirmation of Return Tickets

Scene 1

(A：Clerk of the Airline　B：Tour Leader)

A：United Airlines. May I help you?



B: Yes. I'd like to reconfirm our flight.

A: May I know your name and flight number, please?

B: Sure. My name is Zhang Qiang, the tour leader of the China Youth Travel Service. And our flight is Flight UA 312, from Washington to Beijing.

A: What's the date?

B: August 12th.

A: OK, I got it. Could you tell me the other passengers'names and passport numbers?

B: Sure. Lin Li and the passport number is L3821032, Li Gang, the passport number is M3421687.

A: Thank you. Your flight is confirmed. The departure time is 11:15 a. m.

B: By what time do you start to check in?

A: 9:45 a. m. You should arrive at the airport at least one hour ahead of the departure time[1].

B: Do we have to check in one hour in advance[2]?

A: I'm afraid so, sir.

B: I see. Thank you very much.

A: You're welcome.

Scene 2

(A: Tour Leader B: Clerk of the Airline)

A: Hello, is that Air France?

B: Yes. What can I do for you?

A: I'm the tour leader of Shanghai Comfort Travel Service, Ding Lei. I'd like to change our flight.

B: OK. May I have your flight number, please?

A: Certainly. It's Flight OS 123 from Vienna to Shanghai.

B: May I know the date?

A: It's October 24th.

B: I got it. How would you like to change your schedule[3]?

A: Do you have an evening flight on October 23th?

B: I'm sorry. All the seats are reserved. How about the afternoon flight on October 23th?

A: That will be fine. Can I have three window seats, please?

B: Well, we just have two window seats left. Is that OK?

A: OK.

B: May I have the other people's names and passport numbers?

A: Zhuang Yanhua, the passport number is F3452378, Zhong Yang, passport number is G6739827.

B: Thank you. The departure time is 15:30 p. m.

A: I see. If anything happens, please call me at 715-3584-3894.

B: We will, sir.

2. Confirmation of Breakfast and Departure Time

(A: Tour Leader　　B: Local Guide)

A: David, time flies so fast that we are going back tomorrow morning. I'd like to have a talk with you about the arrangement for the departure.

B: OK. Have you reconfirmed the flight tickets to Beijing?

A: Yes, I have. We'll take the morning flight on July 18th. The departure time is 10:00 a. m.

B: Then we should be at the airport one and a half hours before the take-off. This way we can have enough time to go through the emigration and customs.

A: Yes, you're right. How long does it take from the hotel to the airport?

B: About 40 minutes by bus if there is no traffic jam.

A: So it's better for us to start at 7:30 in the morning.

B: Yes. Then we'll have breakfast at 7:00 a. m. Is it all right?

A: All right. Please inform the hotel reception to prepare buffet breakfast for us[4].

B: OK. I'll make a morning call at 6:30. Please tell the group member to meet on the coach after the breakfast.

A: No problem. So morning call is 6:30, breakfast is 7:00, departure is 7:30. Is that right?

B: Yes. Thank you for your cooperation, Mr. Ren.

A: You're welcome. We appreciate your service very much. You've made our trip here pleasant and interesting.

B: It's my pleasure to make you feel at home[5].

3. Asking for Morning Call

(A: Receptionist　　B: Tour Leader)

A: This is the receptionist. May I help you?

B: Yes. I'd like to have a morning call tomorrow morning.

A: At what time shall we call you?

B: At 6:30, please.

A: Could you tell me the room numbers, please?

B: Certainly. Room 1801 to 1806 and Room 1506. 7 rooms altogether.

A: I got it. Wake-up call for Room 1801 to 1806 and Room 1506 at 6:30 a. m.

B: That's right. Thank you.

A: It's my pleasure.



4. Checking Out

(A: Front Desk Cashier B: Tour Leader)

A: Good morning. Can I help you?

B: I'd like to check out for our group.

A: May I have your name and room numbers, please?

B: My name is Wang Cheng; we have 5 rooms from 1203 to 1207.

A: OK, you came here three days ago on January 3rd, didn't you?

B: Yes, miss.

A: Just a moment, please. I'll draw up your bill for you. Your bill totals 860 dollars. Would you like to check it? Oh, one more thing. One cup in Room 1203 was broken, the compensation is 2 dollars[6].

B: OK, I will tell the man to pay for it. Just a minute, please.

A: Thank you. Would you sign on the bill, please?

B: Certainly. Here you are.

A: Thank you, Mr. Wang. Here is the receipt. Hope to serve you again next time.

B: Thank you for your service.

Notes

1. You should arrive at the airport at least one hour ahead of the departure time.
   您应该至少在起飞前一小时到达机场。
2. Do we have to check in one hour in advance?
   我们必须要提前一个小时办理登机手续吗?
3. How would you like to change your schedule?
   您想怎么改变时间?
4. Please inform the hotel reception to prepare buffet breakfast for us.
   请通知酒店前台给我们准备自助早餐。
5. It's my pleasure to make you feel at home.
   我很高兴您们在这像在家里一样自在。
6. One cup in Room 1203 was broken, the compensation is 2 dollars.
   1203 房间的一个茶杯打碎了，需要赔偿 2 美元。

Cooperating with the Local Guide

Unit Eleven





Part Ⅰ Meeting with the Local Guide

1. Locating the Local Guide

(A: Local Guide B: Tour Leader)

B: Ladies and gentlemen, let's go to the baggage reclaim to collect our baggage and go through the customs[1].

A: Excuse me, but are you Mr. Ding from Beijing?

B: Yes, I'm Ding Hui from China Youth Travel Service, Beijing Branch. And you're... ?

A: Oh, I'm Lily, the local guide from the United Travel Service. Welcome to Australia.

B: Glad to meet you, Lily. Thank you for coming to meet us.

A: Glad to meet you, too, Mr. Ding. How was your trip?

B: Fine. We had a very pleasant trip.

A: You have a group of 30, right?

B: Sorry. There is a last minute change. A couple hasn't come because of some emergency. So now there are 28 people in my group. Sorry to bring you some trouble.

A: It doesn't matter. Hope you will have a good time here. Is everyone here now?

B: No, some of them are still at the customs. They have something to declare. They're coming soon.

A: Don't worry. We still have time.

B: Thank you.

2. Handing over the Luggage

(A: Tour Leader B: Local Guide C: Tourist)

A: Ladies and gentlemen. This is our local guide, Mr. Brown. Mr. Brown, these are tourists of our group. Everyone is here now.

B: Nice to meet you. Welcome to Australia.

C: Nice to meet you.

B: Miss Lin. How many pieces of luggage do you have in all?

A: There are 25 pieces altogether.

B: I see. Let's check them together and hand it over to the luggage man[2].

A: All right.

B: Since everyone is here, we can go now. The coach is outside the airport.

A: OK.

B: Miss Lin, we've made a reservation for your group at the Grand Hyatt Hotel. Your luggage will be delivered to your rooms in the hotel.



A: That's great. By the way, how long will it take from here to the hotel?

B: About 40 minutes.

A: I see. (*to the tourists*) Attention, please. Now please follow Mr. Brown to the coach.

3. Local Guide not Showing up

(A: Tour Leader　　B: Local Guide)

A: (*Calling the United Travel Service*) Hello, is that the United Travel Service? I'm Ding Lei, the tour leader from Beijing China Comfort Travel Service. We've waited at the airport for more than half an hour, but nobody came to meet us. May I know the name of the local guide and his phone number? ... We go to the hotel by ourselves? OK, but who will pay for the transportation expense? ... All right... Thank you for your help. Bye-bye.

(*The local guide comes in haste*)

B: Excuse me. Are you from Beijing? Who's the tour leader?

A: It's me. My name is Ding Lei. Are you the local guide of the United Travel Service?

B: Yes. My name is Jane Black. Nice to meet you, Mr. Ding.

A: Nice to meet you, too. Miss Black.

B: I'm very sorry for being late to meet you. On the way to the airport, we got stuck in a traffic jam. There was a traffic accident on the Airport Express Way[3]. I really apologize for being late.

A: That's all right.

B: How many pieces of luggage do you have?

A: 22 pieces altogether.

B: Please put them on the carts. I'll ask the porter to take care of them. Is everyone here now? Our bus is right outside the airport.

A: Let me check. Yes, everyone is here.

B: Shall we go now?

A: Yes. You go first, I bring up the rear[4].

Notes

1. Ladies and gentlemen, let's go to the baggage reclaim to collect our baggage and go through the customs.
   女士们，先生们，咱们现在去行李提取处取行李，然后过海关。
2. Let's check them together and hand it over to the luggage man.
   咱们一起清点一下行李，然后转交给行李员。
3. There was a traffic accident on the Airport Express Way.
   机场高速公路上发生一场交通事故。
4. You go first, I bring up the rear.
   您先走，我断后。



Part Ⅱ Communicating with the Local Guide

1. Talking about the Group

(A: Tour Leader B: Local Guide)

A: Hi, John, nice to meet you again in Paris.

B: Nice to see you again, Mr. Ding. I'm sure we'll have a pleasant time during your stay here.

A: Yes, I feel the same.

B: Well, in order to make the tour run more smoothly, would you please help me know more about your group, the likes and dislikes of the member? I would appreciate it very much.

A: Certainly I will do. This is what I want to talk with you.

B: I notice most of the members are young people. What are their occupations?

A: There are ten people in my group. As you see, eight are young people, only an old couple who are retired teachers. Among the eight, four of them are engineers, two are doctors and the other two are lawyers. All the members have received higher education.

B: Is there any special requirement for food?

A: Yes. The old couples are vegetarians. They only eat vegetables. While the young would like to try western food.

B: OK. I'll remember that. Can you tell me their likes and dislikes?

A: Most of them don't want to hurry from one place to another. So it might be a good idea to arrange three or four tourist attractions for each day and let them enjoy themselves fully[1].

B: That's OK. By the way, may I take the group to a couple of souvenir shops while sightseeing?

A: Yes. Two young ladies want to buy some cosmetics and perfume and the gentlemen would like to buy some bottles of wine. So could you take them to one or two shops that sell such items with good quality and reasonable price?

B: No problem. I'll try to make them satisfied. Any other requirement?

A: I don't think so.

B: I'll keep that in mind. With your information, I learn what kind of problem might arise during the tour[2]. Thank you so much. I hope we'll have a good cooperation.

A: Me too.

2. Discussing the Itinerary

(A: Tour Leader   B: Local Guide)

A: It seems everything is all right. Shall we start discussing the itinerary?

B: Certainly. Have you got anything special in mind that you would like to visit?

A: I think you know Vienna and Austria better than I do. We only have two days in Vienna. In such a short time, is it possible for us to visit a city like Vienna which has a long history and so many world well-known places of interest? The time is far from enough[3].

B: Don't worry about it. I promise I'll make full use of the time and try to let you see as many places as possible.

A: Thank you. It's really very thoughtful of you.

B: I drafted an itinerary for Vienna Tour before your arrival. Would you go through it?

A: OK. Don't you think it would be better to visit Golden Hall?

B: Yes. This concert hall is worth visiting. But so far as I know, there is no concert held there this week.

A: The Golden Hall is well known in China for the Vienna New Year Concert is held in it. We'd like to see how the hall is.

B: Well. When we visit the Old City of Vienna tomorrow morning, we will pay a visit to the concert hall. But we'll have to cancel the Michaeler Platz we've planned in the schedule.

A: That's all right. Can we try the local dish instead of Chinese food for tomorrow lunch?

B: OK. No problem. I know a good restaurant. When we finish the visit to the Schonbrunn Palace, we can have lunch there[4].

A: That's great.

B: Anything else you want to change?

A: No, I don't think so. I'm quite happy with the itinerary. Everything seems to be in order.

B: You're a very experienced tour leader. OK. Then I'll meet you in the lobby 8:30 tomorrow morning. Enjoy your stay in Vienna.

A: Thank you. See you tomorrow.

Notes

1. So it might be a good idea to arrange three or four tourist attractions for each day and let them enjoy themselves fully.
   所以最好一天安排三到四个景点，让他们玩得尽兴。
2. With your information, I learn what kind of problem might arise during the tour.
   有了您的这些信息，我就知道在旅游过程中可能会出现哪些问题了。



3. The time is far from enough.
   时间远远不够。
4. When we finish the visit to the Schonbrunn Palace, we can have lunch there.
   我们参观完美泉宫，可以去那里用午餐。

Part Ⅲ Handling Emergencies

1. Looking for Missing Tourists

(A: Local Guide B: Tour Leader C: Young Tourist D: Lost Tourist)

A: That's all for the visit of the National Park. Mr. Liu, shall we go back to the hotel?

B: I think so.

A: Is everyone on the bus now?

C: I'm afraid not. Mr. Huang sitting in front of me is not here.

A: Probably he is left behind in the park. There are two exits in the park. Will you stay with the other ones and I go to the other exit? If he comes back, call me, please.

B: OK. Keep in touch.

(*a few minutes later*)

A: Thank god. I find you at last. We were looking for you everywhere.

D: I'm terribly sorry. The view is so beautiful. I was lost in it and failed to catch up with the group[1]. Someone told me that I could find the exit this way, but perhaps I turned the wrong way and came to this exit.

A: It's my fault. I didn't take good care of you. I do apologize for it.

D: That's all right. You are always so considerate.

A: Don't mention it. Let's go. They are all worried about you.

2. Accompanying Tourists to the Hospital

(A: Doctor B: Tour Leader)

A: Good afternoon, sir. What's wrong with you?

B: Good afternoon, doctor. One of my tourists doesn't feel very well.

A: What are his symptoms[2]?

B: He feels cold and has a sore throat.

A: How long has this been going on?

B: From yesterday.

A: Has he taken his temperature?

B: No. He doesn't have a thermometer with him[3].

A: OK. Let's do it now. Tell him to open his mouth.

B: All right... Does he have a fever?

A: I think so. His temperature is a little higher than it should be.



B：What should he do? Take medicine or have an injection?

A：Taking some medicine is OK. I think he has got the flu. I'll write him a prescription. Take it to the pharmacy and they'll give him the pills that he should take.

B：Thank you, doctor. Does he need to come back to check again?

A：It will depend on how he feels after taking the medicine.

B：Can he still continue his tour with us?

A：He'd better lie in bed and have a good rest for at least two days.

B：I see. Thank you very much.

3. Food Poisoning

(A：Tour Leader　　B：Local Guide　　C：Doctor)

A：Mr. Smith. Some of our tourists don't feel very well.

B：What's wrong with them?

A：Coming back from the local restaurant after the dinner, they sweat and felt shivery, and got a sharp pain in their bellies.

B：Probably they are suffering from food poisoning because they had a lot of seafood this evening.

A：What should we do with it?

B：First, we should help the poisoned people to induce vomiting and drink plenty of water to accelerate ejection and reduce toxicity[4].

A：Yes. Please call an ambulance immediately. We should send them to the hospital nearby for medication.

B：All right. I will do it right away and report the accident to my company.

(at the hospital)

C：What's the problem with them?

A：We are a tour group from China. Some of our tourists feel chilly and have got splitting pain in their bellies.

C：Did they vomit?

A：Yes. Some of them have induced vomiting.

C：What food did they have for dinner this evening?

B：They had some raw lobster and oysters.

C：They should have some medical tests first.

B：All right. Let's go with them.

(a few minutes later)

B：Doctor, here are the test results.

C：They are suffering from the food poisoning. The seafood they had was not clean.

A：Mr. Smith, we should sue the restaurant and claim damages from it.

B：Certainly, leader. Would you make out a diagnosis certificate for the food poisoning for us, doctor[5]? With the certificate, we can sue the restaurant.



C: Of course. But let me give the patients injections first. And I'll write out a prescription for you. Tell them to take the medicine three times a day and drink plenty of hot water. After having a rest for two or three days, they will recover soon.

B: Thank you, doctor.

4. A Passport is Lost

(A: Tour Leader B: Local Guide C: Tourist)

A: Frank, Mr. Ma has got in trouble. His passport was lost.

B: I'm sorry to hear that.

C: I remember putting it in the pocket of my suit. But it's not there anymore.

B: Have you checked your wallet or anywhere else?

C: I've looked everywhere but still couldn't find it.

B: In this case, you should go to my travel agency and the police station for certificates for the loss first. Then, with the certificates, you can go to the Chinese Embassy for a replacement[6].

C: But what about my visa?

B: Don't worry about that. You have a tourist visa to begin with. The local Public Security Bureau will reissue your visa if you have the replacement of your passport.

C: You can help me with it, can't you, Frank?

B: Certainly. I'll accompany you to get all these documents.

C: You're most helpful. Thank you so much.

B: Don't mention it. Let's continue our tour first.

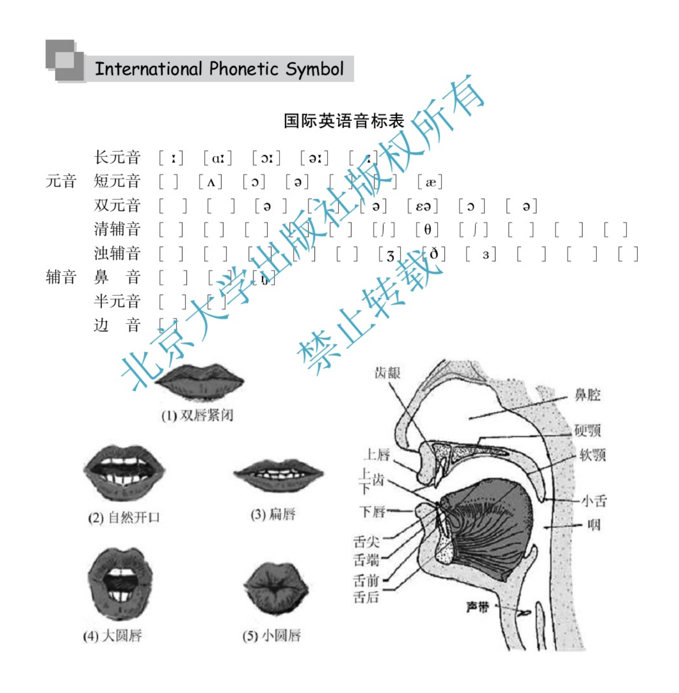
Notes

1. I was lost in it and failed to catch up with the group.
   我迷醉其中，没有跟上团队。
2. What are his symptoms?
   他有什么症状？
3. He doesn't have a thermometer with him.
   他没有体温计。
4. First, we should help the poisoned people to induce vomiting and drink plenty of water to accelerate ejection and reduce toxicity.
   首先，我们要帮助中毒的游客呕吐，让他们大量饮水，加速排泄，缓解毒性。
5. Would you make out a diagnosis certificate for the food poisoning for us, doctor?
   医生，能给我们开一个食物中毒的诊断证明吗？
6. Then, with the certificates, you can go to the Chinese Embassy for a replacement.
   拿着这些证明，您可以去中国大使馆重新办理（护照）。

附　　录

Phonetic Symbol

International Phonetic Symbol



国际英语音标表

元音	长元音	[ː] [ɑː] [ɔː] [əː] [ː]
	短元音	[ ] [ʌ] [ɔ] [ə] [ ] [ ] [æ]
	双元音	[ ] [ ] [ə] [ ] [ə] [εə] [ɔ] [ə]
辅音	清辅音	[ ] [ ] [ ] [ ] [ ] [ʃ] [θ] [ʃ] [ ] [ ] [ ]
	浊辅音	[ ] [ ] [ ] [ ] [ ] [ʒ] [ð] [ʒ] [ ] [ ] [ ]
	鼻　音	[ ] [ ] [ŋ]
	半元音	[ ] [ ]
	边　音	[ ]

(1) 双唇紧闭

(2) 自然开口

(3) 扁唇

(4) 大圆唇

(5) 小圆唇





Correlation Table

Vowels	新	ː	ɪ		æ	ɜː	ə	ː	ʌ	ː	ʊ
	旧	ː			æ	əː	ə	ː	ʌ	ː	
	新	ɔː	ɒ	ɪ	ɪ	əʊ	ʊ	ɪə	εə	ɔɪ	ʊə
	旧	ɔː	ɔ			ə		ə	εə	ɔ	ə
Consonants	无										ʃ
	变	θ	ð	ʃ	ʒ						ʒ
	化				ŋ						



Contrast of the Phonetic Symbol and Monogram

1. Vowel 元音

（1）［ ː］：嘴唇微微张开，舌尖抵下齿，嘴角向两边张开，流露出微笑的表情，与字母 E 发音相同。

发音字母：ee　ea　e　ie　ei

练习：three　tree　green　sheep　meet　beef　see

eat　tea　meat　leave　teacher　team　mean　speak　clean　please

he　she　me

piece

receive

（2）［ ］：嘴唇微微张开，舌尖抵下齿，舌前部提高，嘴形扁平。

发音字母：i　y　e

练习：sit　picture　it　is　list　six　pig　big　build　miss

many　twenty　happy　dictionary

decide　delicious

（3）［æ］：嘴张大，嘴角尽量拉向两边，成扁平形，舌尖抵下齿。

发音字母：a

练习：bag　hand　and　ant　happy　hat　map　black　back　glad　flag　man

（4）［ ］：嘴形扁平，舌尖抵下齿，舌前部稍抬起。

发音字母：ea　e　a

练习：head　bread　sweater　breakfast　heavy　pleasure

elephant　remember　sell　lesson　better　bed　desk　hotel　yes

many　any



(5) [əː]：嘴形扁平，上下齿微开，舌身平放，舌中部稍抬起。

发音字母：ir　ur　ear　er　or

练习：girl　shirt　skirt　thirty　thirteen　third　bird

turn　burn　murder　nurse　turtle　purple　Thursday

learn　early　earth　heard

term　her

work　worker　word　world

(6) [ə]：嘴唇微微张开，舌身平放，舌中部稍抬起，口腔自然放松发声。

发音字母：er　or　o　a　e　ur　ure

练习：teacher　under　remember　player　father　mother　farmer　after

doctor　actor　forget

around　about　ago　elephant　away　bananaChina

student　children　open　different

Saturday　picture

(7) [ɑː]：口腔打开，嘴张大，舌身放平，舌尖不抵下齿，下巴放低，放松发音。

发音字母：ar　a

练习：car　farm　card　arm　garden

ask　fast　class　last　glass　aunt

(8) [ʌ]：嘴唇微微张开伸向两边，舌尖轻触下齿，舌后部稍微抬起。

发音字母：u　o　ou　oo

练习：up　supper　lunch　fun　run　hunt　cup　bus

come　mother　close　brother　love　above

trouble

blood　flood

(9) [ɔː]：嘴唇收得小而圆，并向前突出，舌身往后缩。

发音字母：al　ar　au　or　our　oor

练习：all　small　wall　talk　tall　ball　call　walk

warm　quarter

daughter　autumn

short　horse　for　forty　sport　store

four　your

door　floor

(10) [ɔ]：口腔打开，嘴张大，舌头向后缩，双唇稍收圆。

发音字母：o　a

练习：orange　hot　lost　lot　fox　box　hop　not

want　what　wash　watch

(11) [ː]：嘴形小而圆，微微外突，舌头尽量外缩。

发音字母：oo　o　u



练习：too　zoo　food　school　room　goose　tooth

who　do　two　to　shoe　whose

true　truth　blue　full　ruler

（12）[ ]：嘴唇张开略向前突，嘴形稍收圆并放松些，舌头后缩。

发音字母：oo　ou　u　o

练习：look　good　foot　book　wood

should　could　would

put　full　pull　push

woman　wolf

（13）[ ]：由 [ ] 和 [ ] 两个单音组成，[ ] 重读，[ ] 轻读，口型由半开到合，字母 A 就发这个音。

发音字母：a　ay　ai/ei　ey　ea

练习：name　cake　late　gate　plane　April

play　say　may　way　day　away

rain　paint　eight　eighteen　eighty

they　grey

great　break

（14）[ə]：由 [ə] 和 [ ] 两个单音组成，发音也是一个过程，口型由半开到小，与字母 O 的发音是相同的。

发音字母：o　ow　oa

练习：home　cold　go　no　phone　host　ghost

know　yellow　below　throw　blow　show　row

boat　coat　goat

（15）[ ]：由两个单音组成，前音重读后音轻读，口型由开到合。与字母 I 的发音相同。

发音字母：i　y　igh

练习：bike　fine　find　hi　nine　five　rice　write　like

my　try　fly　by

light　night　high

（16）[ ]：由 [ ] 和 [ ] 两个单音组成，[ ] 重读，[ ] 轻读，口型由大到小。

发音字母：ou　ow

练习：house　out　about　ground　count　sound　blouse　around　mouse

flower　down　now　cow　how　town　brown

（17）[ɔ]：由 [ɔ] 和 [ ] 两个单音组成，前重读后轻读，双唇由圆到扁，口型从开到合。

发音字母：oy　oi

练习：boy　toy

toilet　oil　noise



(18) [ə]：由 [ ] 和 [ə] 两个单音组成，[ ] 重读，[ə] 轻读，双唇始终是半开的。

发音字母：eer ear ere

练习：beer deer

ear near dear

here

(19) [εə]：由 [ε] 和 [ə] 两个单音组成，前重后轻，舌尖抵下齿，双唇半开。

发音字母：ear air ere eir

练习：pear bear

chair air

there where

their theirs

(20) [ə]：由 [ ] 和 [ə] 两个单音组成，[ ] 重读，[ə] 轻读，双唇由收圆到半开。

发音字母：ure our oor

练习：sure tour poor

2. Consonant 辅音

(1) [ ]：双唇紧闭，然后快速张开，让气流冲出口腔，发出爆破音，声带不振动。

练习：pea peach pig pink purple map stop sport

(2) [ ]：双唇紧闭，然后快速张开，让气流冲出口腔，发出爆破音，声带需要振动。

练习：bee big bye black bed beer book banana

(3) [ ]：舌尖抵上齿龈，憋住气，然后突然弹开舌尖，让气流从口腔中喷出，声带不振动。

练习：two too to boat ten meet cat not lot

(4) [ ]：舌尖抵上齿龈，憋住气，然后突然弹开舌尖，让气流从口腔中喷出，声带需要振动。

练习：bed dad do need duck dead

(5) [ ]：舌后部抵住软腭，憋住气，然后突然离开，将气送出去，像咳嗽一样，声带不振动。

练习：come cap cat bike cake black duck

(6) [ ]：舌后部抵住软腭，憋住气，然后突然离开，将气送出去，像咳嗽一样，声带需要振动。

练习：bag egg pig dog girl

(7) [ ]：上齿轻轻接触下唇，然后吹气，使气流从唇齿间通过，形成摩擦，声带不振动。



练习：fish　frog　foot　face　farm　for　photo　loaf　knife

(8) [ ]：上齿轻轻接触下唇，然后吹气，使气流从唇齿间通过，形成摩擦，声带需要振动。

练习：vest　very　live　leave

(9) [θ]：舌尖微微伸出，上下齿轻轻咬住舌尖，送气，声带不振动。

练习：three　mouth　month　south　thank　think

(10) [ð]：舌尖微微伸出，上下齿轻轻咬住舌尖，送气，声带需要振动。

练习：they　the　this　these　those　that

(11) [ ]：双唇微微张开，舌头自然放松，气流从上下齿隙间送出，声带不振动。

练习：snake　sing　face　song

(12) [ ]：双唇微微张开，舌头自然放松，气流从上下齿隙间送出，声带需要振动。

练习：zoo　zero　zebra

(13) [ ]：舌尖先抵住上齿，堵住气流，使气流从舌尖和齿龈间送出，声带不振动。

练习：skirts　students　shirts

(14) [dz]：舌尖先抵住上齿，堵住气流，使气流从舌尖和齿龈间送出，声带需要振动。

练习：words　hands　heads　friends

(15) [ʃ]：双唇略微张开突起，舌尖抵住上齿龈，用力吐气，声带不振动。

练习：Chinese　China　peach　beach　chicken

(16) [ʒ]：双唇略微张开突起，舌尖抵住上齿龈，用力吐气，声带需要振动。

练习：orange　juice

(17) [ ]：双唇收圆向前突出，舌尖上翘抵住上齿龈，采取发 [ ] 的姿势，声带不振动。

练习：tree　train　trousers

(18) [ ]：双唇收圆向前突出，舌尖上翘抵住上齿龈，采取发 [ ] 的姿势，声带需要振动。

练习：drink　dress　drive

(19) [ʃ]：双唇收圆并微微突起，舌头稍微上卷，舌尖接近上齿龈，送气，声带不振动。

练习：ship　sheep　shop　she

(20) [ ]：嘴唇自然张开，自然呵气，声带不振动。

练习：hen　house　horse　hand　hair

(21) [ʒ]：双唇收圆并微微突起，舌头稍微上卷，舌尖接近上齿龈，送气，声带需要振动

练习：measure　pleasure　treasure

(22) [ ]：舌尖向上卷起，舌头不要接触任何部位，双唇稍微突起，声带需要振动。

练习：rabbit　red　rice

(23) [ ]：双唇紧闭，舌头放平，气流从鼻腔送出，声带需要振动。

练习：monkey　milk　some　come　game

(24) [ ]：双唇微开，舌尖抵上齿龈，气流从鼻孔里出来，声带需要振动。

练习：nose　son　sun　run　chicken　pen

(25) [ŋ]：双唇张开，舌尖抵上齿龈，气流从鼻孔里出来，声带需要振动。

练习：king　sing　English　long

(26) [ ]：双唇缩小并向前突出，舌后部抬起，嘴慢慢向两旁滑开，声带需要振动。

练习：water　wait　white　where

(27) [ ]：嘴形成微笑状，舌尖抵住下齿，舌面抵住上颚，声带需要振动。

练习：yes　yellow　you　your

(28) [ ]：舌尖抵住上齿龈，舌尖轻微用力弯曲，气流从舌旁边送出，声带需要振动。

练习：lion　lemon　blue　leg　lamp

Word Stress



Syllable 音节

音节是指说话时最小的语音片段，通常由一个元音因素或一个元音和一个或几个辅音因素构成。如：

I [ ]　he [ː]　his [ ]　what [ɔ]　make [ ]（单音节）

study [ʌ]　parent [ɛə ə]　lesson [ə]　（双音节）

popular [ɔ ə] organize [ɔː ə]　competition [ɔ ʃə]（多音节）



Monosyllable Stress 单音节词重音

单音节词单独念时一律重读，通常不必加重音符号（ ），如：

top [ɔ]　pen [ ]　write [ ]　go [ə]



Disyllable Stress 双音节词重音

包含两个音节的词叫双音节词，单词重音通常在第一个音节上，如：story、brother、happy、whether 等。



也有的双音节词重音在后一个音节上的，如：per mit、pre fer、re mote 等。

还有的双音节词中两个音节都要重读的，如：re tell 等。

有些双音节词的重音有区别词性的作用——重音在前的是名词，重音在后的是动词，如：desert：[ə]（沙漠）—[ɜː]（抛弃）

record：[ɔː]—[ɔː]（记录）

带 a、be、en、for、im、in、mis、pre、pro、to、trans、un 等这些不可分的前缀的双音节词，重音常落在第二个音节上，如：a bove、be lieve、en dure、for get、im portant、in stead、mis take、pro vide、un less、to day、trans port



Polysyllable Stress 多音节词重音

多音节词是指含 3 个或 3 个以上音节的单词，重音多在倒数第三个音节上，如：important [ɔː ə]、satisfy [æ]、magnificent [æ ə]、immediately [ː ə] 等。

以 ic、ial、ian、ion 等后缀结尾的多音节词，重音落在倒数第二个音节上，如：re public、mu sician 等。

3 个音节以上的词除了主重音外往往还带有一个次重音。次重音多落在第一个或第二个音节上，如：pro，nunci ation、ex，ami nation 等。



Seven Special Pronunciation Rule 7 个特殊发音规律

1. 英语中派生词的重音和词根重音一致。派生词就是一些有同样词根的词，如：act、active、actively、com pare、com parison 等。

2. 带有下列后缀的词：-ary、-ery、-ory、-ism、-ist、-mony、-ment、-ary 等，重音通常在第一个音节上，如：customary、scientist、slavery、factory、realism 等。

3. 带有下列前缀的词：a-、ab-、ac-、ad-、al-、be-、con-、de-、dis-、em-、en-、in-、mis-、re-、tans-、un-等，重音通常在第二个音节上，如：a bout、ab duce、ac cede、ad mire、be long、con sult、de tect、dis like 等。

4. 带有下列后缀的词：-aim、-ain、-cur、-eem、-duce、-ere、-firm、-gn、-oin、-oke、-ose、-pt、-rce、-self、-ume 等，重音通常在第二个音节上，如 contain、occur、sincere、design、confirm 等。

5. 带有下列后缀的词：-ade、-ain、-ee、-eer、-esque、-ette、-ique、-ine、-oon 等，重音通常在最后一个音节上。这些词一般都是从法语中借来的词。例如：emplo yee、an tique、maga zine、ci gar、volun teer、gaso line 等。

6. 带有下列后缀的词：-eous、-ial、-ian、-ic、-ics、-ient、-ion、-ious、-ish、-it、-liar、-sive、-tal、-uous 等，重音通常在倒数第二音节上。例如：oc casion、re lation、as tonish、de posit、mu sician 等。



7. 但是有些派生词，如从名词派生出来的形容词，它的重音就必须发生变化，通常是后移。例如：science、scien tific、accident、acci dental、democrat、demo cratic、politics、po litical 等。

Sentence Stress



Stressed Condition 重读情况

在朗读英语或用英语交谈时，并不是句子中的每个词都读得一样响亮、一样清楚，而是有些词读得或说得又轻又快，而且较为含糊，有些词则读得或说得又重又慢，而且较为清晰。那些读得或说得响亮而清晰的词就是句子重音所在。

句子重音的功能如下。

(1) 体现句子的节奏感和韵律感。

(2) 突出重点，使听者更容易理解。

那么哪些词在句子中需要重读？一般情况下，重读的词有以下几种。

(1) 实意动词，如：study、talk、open、buy 等。

Li Xia **likes** to **listen** to music and **sing** songs.

Please open the window.

(2) 名词，如：book、English、Tom、brother 等。

I bought an English **Book** in the **bookstore** yesterday.

Tom is my younger **brother**.

(3) 代词（疑问代词、指示代词和名词性物主代词），如：this、these、which、mine 等。

This is a beautiful skirt.

Which is your favourite team?

(4) 形容词，如：young、big、nice、red 等。

He is a **young** lawer.

Trees are **blue**.

(5) 副词，如：heavily、very、too、carefully 等。

It rained **heavily**.

Listen to me **carefully**.

(6) 数词，如：one、two、first、second 等。

Peter is **nine** years old.

I like the **second** film.

(7) 感叹词，如：Oh 等。

Oh, it’s raining now.





Unstressed Condition 不重读情况

一般情况下，不需要重读的词有以下几种。

(1) 人称代词，如：I、you、we、they 等。

I am a student and **you** are a teacher.

They like **you**.

(2) 形容词性物主代词，如：my、your、her、their 等。

This is **my** pen, that is yours.

Her English is very good.

(3) 系动词，如：am、is、are、become 等。

You **are** excellent.

It **becomes** hot.

(4) 介词，如：in、under、beside、of 等。

He sits **beside** me.

It is a map **of** China.

(5) 冠词，如：a、an、the 等。

I like **the** blue cup.

I'd like to tell you **a** story.

(6) 情态动词，如：can、could、must、may 等。

I **will** show you the way to the hospital.

You **must** study hard.

(7) 助动词，如：will、shall 等。

He **will** help you.

We **shall** go there immediately.

(8) 连词，如：and、so、because、although 等。

They started to sing **and** dance.

Some people like cats, **but** others hate them.



Exceptional Condition 特殊情况

第一类是实词不重读的特殊情况。

(1) 实词第二次出现，如：

He thinks of that as I **think**.

(2) 一个名词被第二个名词修饰时，如：

I met her at the post **office**.

(3) 代替词，如：

— Which book do you like?



— The big **one**.

(4) 感叹句中的 what 和 how，如：

What a beautiful day!

How clever you are!

(5) this 在 this morning/afternoon/evening 短语中，如：

I walked to school **this** morning.

He was drunk **that** evening.

(6) street 在专有名词中，如：

Renmin **Street** is 14.5 kilometers long.

You can buy some souvenirs in Wangfujing **Street**.

第二类是虚词要重读的特殊情况。

(1) 情态动词、助动词和系动词 be 在句首、句尾和否定时，如：

——**Do** you want to go shopping?

——No, I **don't**.

He **didn't** buy the computer.

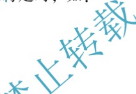
——**Can** you help me.

——Yes, I **can**.

(2) 情态动词表示可能、惊奇和肯定时，如：

They **may** come this evening.

He **must** be in the room.



(3) 介词在句首和句尾，如：

In the box, he found a letter.

He is the person I talked **with**.

(4) 引导复合句的连词在句首，如：

If you wish, I'll visit you.

When he comes, I'll tell him.

(5) 反身代词表示强调，如：

He couldn't come **himself**.

I can finish it **myself**.

译　　文

第一单元　食



中国菜

中国地域辽阔，民族众多，因此各种中国饮食口味不同，却都味美，令人垂涎。中国地方菜肴各具特色，总体来讲，自唐宋两朝后中国饮食可以大致分为八大地方菜系，分别是鲁菜、川菜、粤菜、闽菜、苏菜、浙菜、湘菜和徽菜。当然，还有其他很多著名的地方菜系，例如北京菜和上海菜。

山东菜（鲁菜）

山东菜系，通常被称为鲁菜，由济南菜系和胶东菜系组成。山东菜历史悠久，一度为皇家菜肴中的一道名菜而在中国北方广为流传。然而在南方却不太受欢迎。

山东菜清淡，不油腻，以其烹饪技巧和善用海鲜为特点。

著名鲁菜：德州扒鸡、糖醋鲤鱼、锅塌豆腐、葱烧海参

四川菜（川菜）

四川菜是起源于中国西南部的四川省的菜系，是世界上最著名的中国菜系之一。四川菜系以其香辣为特色，着重使用红辣椒。搭配使用胡椒和花椒，产生出经典的刺激性味道。

著名川菜：麻婆豆腐、宫保鸡丁、鱼香肉丝、灯影牛肉

广东菜（粤菜）

广东菜源于中国南部的省份，广东省。由于大多数华侨都来自广东，因此广东菜也许是被国外最被广泛接受的中国地方菜系。西方人都知道广东菜味道清、淡、脆、鲜。

著名粤菜：脆皮乳猪、蚝油牛肉、咕噜肉 、脆皮炸鸡、白灼虾

福建菜（闽菜）

福建菜系由福州菜、泉州菜和厦门菜组成，以其精选的海鲜，漂亮的色泽，甜、酸、咸和香的神奇味道而出名。最特别的是它的“卤味”。

著名闽菜：盐水虾、佛跳墙、炸蛎黄、荔枝肉

江苏菜（苏菜）

江苏菜，又叫淮阳菜，流行于长江下游。以水产作为主要原料，注重原料的鲜味。其雕刻技术十分精美，其中瓜雕尤为著名。烹饪技术包括炖、烤、焙、煨等。淮阳菜的特色是淡、鲜、甜、雅。

著名苏菜：盐水鸭、狮子头、板鸭、卤鸡

浙江菜（浙菜）

浙江菜源于浙江本地的烹饪风格，由杭州菜、宁波菜和绍兴菜组成，不油腻，以其菜肴的鲜、柔、滑、香而闻名。杭州菜是浙江菜中最出名的。

著名浙菜：东坡肘子、西湖醋鱼、龙井虾仁、叫花鸡

湖南菜（湘菜）

湖南菜由湘江地区、洞庭湖和湘西的地方菜肴组成。它以其极辣的味道为特色。红辣椒、青辣椒和青葱是这一菜系的必备品。常见的烹饪技巧包括蒸、炸、炖、烧、熏等。

著名湘菜：东安子鸡、毛氏红烧肉、腊味合蒸、冰糖湘莲

安徽菜（徽菜）

安徽厨师注重烹饪的温度，擅长煨、炖。通常会加入火腿和方糖来改善菜肴的味道。

著名徽菜：黄山醉鸽、红烧果子狸、火腿炖甲鱼、荷叶粉蒸肉



第二部分　情景对话

对话 1

在去餐厅的路上，地接导游正与一名游客谈论中国菜。

（A：地接导游　B：游客）

A：您知道，中国菜历史悠久，因其味全、色美而闻名世界。世界上有三个国家被称为“烹饪王国”，中国就是其中之一。

B：是的，我知道。另外两个国家是法国和土耳其，对吗？

A：是的，您真渊博！

B：谢谢。



A：每一道中国地方菜、特色菜和地方风味小吃都有各自的特点。中国菜有着浓郁的地方风味特点。

B：我想是的。

A：在中国，人们认为谷物、水果、家禽、牲畜和蔬菜是生活中的主要元素。

B：我想这反映了中国历史上饮食结构特点。

A：是这样的。中国菜着重调料使用的多样性和合理性。据说五种味道的合理搭配能够创造出最佳的滋味。

B：都有什么？

A：酸、甜、苦、辣、咸。而且，中国菜很讲究刀工，不同的菜肴会有不同的形状。

B：我听说除了炒之外，还有其他的烹饪技巧，都是什么？

A：常用的烹饪技巧包括烧、炖、蒸、煮、腌、熏、拌等。

B：我都快流口水了。

A：哈哈，稍等一会，你马上就能品尝到四川菜了。

对话 2

地接导游丽丽正带一个 5 人的团队在北京游玩。现在是晚上 6 点，他们来到一个中国菜馆用餐。

（A：服务员　　B：丽丽　　C：游客）

A：晚上好，欢迎光临。您几人用餐？

B：6 人。

A：请这边走，这正好有一张 6 人桌。

B：谢谢。

A：大家请坐。现在点菜吗？这是菜单。

C：你们餐厅的特色是什么？

A：我们的特色是中国菜，如川菜、鲁菜、粤菜等。

C：我久仰川菜的大名了。听说辣得很。

A：我建议你们尝尝鱼香肉丝，没有鱼肉却有鱼的味道。

C：真有趣，我点这个。你们今天的特色菜是什么？

A：我们今天推出的特色菜是套餐，有糖醋鱼、苜蓿柿子和鸡汤。

C：听起来不错，我点套餐。

A：其他人呢？

B：都来套餐吧。

A：喝什么？有酒和饮料。

B：给我们 6 瓶可乐吧。

A：下面确认一下你们点的菜：六份套餐，一盘鱼香肉丝，6 瓶可乐，就这些吗？

B：是的，就这样吧。

A：10 分钟后上菜。





第三部分　传统节日介绍

春节的来历（一）

大家都知道中国的新年指的是春节，它开始于立春（24 节气中的第一个）。它的起源久远而无法追根溯源，大致有几种说法。一致认可的是 Nian 这个词，汉语解释为“年”，最初是一只怪兽的名字，它常在新年的前夕捕食人类。

有这样一个传说：“年”这个怪兽长着一张大嘴，一口就可以吞食很多人，这把人们都吓坏了。有一天，一位老人来解救他们，说能够制服“年”。他对“年”说：“我听说你很厉害，那你能吞下其他怪兽，而不是根本不是你对手的人类吗？”于是，“年”真的就吞食了很多不时骚扰人类和家畜的其他凶兽了。

从那以后，那位老人就骑着“年”消失了。他原来是位神仙。现在“年”走了，其他猛兽也被赶进了森林里，人们开始过上幸福的生活。老人走之前告诉人们，为了防止“年”再回来，在年终岁尾的时候，要在每家的窗户和门上贴红色的纸花，把它吓跑，因为它最怕红色。

从那时起，庆祝征服“年”的传统就开始代代相传了。“过年”，也就是“逃过了年的吞食”，就变成了“庆贺新年”，因为汉语的“过”字有两层含义：越过和庆祝。通过贴红色的纸花和燃放鞭炮的方式吓跑年的习俗仍维持着。然而，现在的人们除了觉得红色会给节日增加气氛外，已经忘了这么做的原因了。



第二单元　住



第一部分　课文

酒　　店

根据服务对象的不同，酒店可以分为四类：商务酒店、度假酒店、会议酒店和常驻酒店。商务酒店通常为那些短期旅游或出差的人提供服务。度假酒店通常坐落在美景环绕的地方，也为客人提供娱乐活动设施。会议酒店主要是为参加大型会议的专业人员提供住宿服务。常驻酒店是将房间长期租给顾客几个月甚至几年。

大型酒店通常不仅仅提供房间，还配备很多其他设施，如餐馆、酒吧、商店和其他娱乐设施。目前，很多普通酒店也会配备会议设施。

实际上，游客在住宿方面有很多选择，可以选择只有一两个房间的招待所或拥有上百间客房和优良设施的五星级酒店。



现在，有很多酒店都在进行改革，他们在努力打造成为大型公司经营的酒店。很多大公司在酒店业起着非常重要的作用，如假日酒店、喜来登、希尔顿国际酒店等。还有很多航空公司和旅游公司也参与到了酒店行业中。

有些酒店公司有特许经营权。也就是说，公司设计酒店的经营模式并持有酒店的所有权，而酒店的经营者要给该公司支付一定的费用。但是，如果经营者不能达到公司要求的标准，就会被取消经营特权。



第二部分　情景对话

对话 1：登记入住

地接导游丽丽带领客人来到酒店。现在他们来到了北京国际酒店的总服务台，丽丽要与领队布朗先生合作，确保游客顺利入住酒店。下面是他们与接待员之间的对话。

（A：接待员　　B：丽丽　　C：布朗先生）

A：下午好，欢迎光临北京国际酒店。很高兴为您服务。

B：下午好。我是中国青年旅行社的丽丽。我们在贵酒店预定了 10 个标准间。

A：是的。贵社为 20 人的团队预定了 10 个标准间。该团队将在我们酒店住一周。能麻烦您填一下登记表吗？

B：好的，请把表格给我，我发给他们。

A：谢谢。给您。

B：布朗先生，这是登记表，请发给大家填写。

C：好的，没问题，请稍等。

（几分钟后，他们把表格交给了地接导游。）

B：这是我们的登记表，都填好了。

A：好的。能把护照给我吗？

B：没问题，给您。

A：我要核对一下离店日期。你们下周二，也就是 10 月 10 日离店，对吗？

B：是的。

A：给您房卡。门童会带您去房间。

B：谢谢。

（地接导游从接待员手里接过房卡。）

C：丽丽，我来发房卡吧。

B：好的。要保证每个人都领到正确的房卡。

对话 2：设施介绍

办理完入住手续后，地接导游丽丽向游客介绍酒店的设施情况。

（A：丽丽　　B：游客）

A：大家注意了。现在我要给大家介绍一下酒店的设施。我希望这些设施会让你

们住得更舒服，更方便。酒店在收银台设有外币兑换处。另外，地下室有健身房，如果想放松，可以去那里。

B：对不起，酒店有理发店吗？

A：有的。理发店和美容店都在二楼的东部。

B：谢谢。

A：不客气。本酒店还有多个餐厅，提供中餐和西餐。可以品尝到四川菜、广东菜，也可以吃牛排。看，餐厅就在你们的左边。

B：听起来不错啊！我很想吃中国菜。问一下，酒店里有游泳池吗？

A：有。游泳池也在地下室，又大又干净。他们每两天换一次水。

B：我想购物，有商店吗？

A：你可以去四楼，那里有一个卖日用品的购物中心。

B：要洗衣服怎么办？

A：洗衣房在三楼的西侧，那里提供24小时服务。设施就这么多了，如果还有问题，可以随时问我。

对话3：结账退房

离店前，地接导游丽丽协助领队在总服务台办理退房手续。

（A：丽丽　　B：前台收银员　　C. 领队）

A：布朗先生，所有的房卡都在这里了。咱们办理退房手续吧。

C：好的。

（来到前台。）

B：早上好。

C：我来办理团队退房手续。

B：能告诉我您的名字和房间号吗？

C：我叫卡尔·布朗，402到405，一共4个房间。

B：好的，布朗先生。你们是3天前，6月2日入住的，是吗？

C：是的，女士。

B：请稍等。我给您开具账单。一共是920元人民币，布朗先生。您要核对一下吗？403房间的电话费还没有付。

C：是的。电话费要他们个人来付。也许403的客人忘了。请等一下，我去告诉他。

B：谢谢，布朗先生。请您在这里签字。

C：好的。

B：谢谢，布朗先生。这是您的收据。欢迎再次光临。

C：谢谢。丽丽，手续办完了，可以走了吗？

A：当然。车已经等在酒店外面了。请跟我来。





第三部分　传统节日介绍

春节的来历（二）

中国的传统节日是经由几个世纪的重大事件演变而来的。例如，很久以前，当人们获得了大丰收后，他们会聚集在一起，以盛大的演出活动来庆祝好运。如果遭遇天灾，他们会祭祀诸神和先祖，希望得到保佑。季节的变化，春花秋月都会激发他们对美好生活的向往。这样一来，就出现一些创意活动来纪念这些事件，渐渐地这些活动就发展成了节日。

在中国，最重要的节日就是春节了。据说春节是从冬祭活动演变而来的，从原始社会就有了这个习俗。

随着冷冬的后退，暖春的到来，全部落的人都会聚集在一起。他们拿出猎来的动物、打来的海物、种出来的粮食。他们感谢上帝赐予的大自然，包括山、河、日、月、星辰，他们也感谢他们的祖先，然后会一边分享陆地、海洋、大地带给他们的美好食物，一边尽情地跳着、唱着。

开始的时候，人们的活动没有固定的日期，但通常都会在冬季结束的时候。渐渐地，多年以后，庆祝会在新年到来之前举行。随着原始社会的结束，冬祭的形式和内容也发生了变化。最终，成为一个辞旧迎新的节日，慢慢地就被叫做了春节。



第三单元　行



第一部分　课文

安全乘机须知

安全飞行是从预订航班的时候开始的。事实证明，如果可能，搭乘直达航班是最安全的；79.9%的航空事故都是发生在飞机起飞、着陆、爬升和滑行的时候。

在特殊情况下，多留一些时间。在航运繁忙期，或者带孩子、婴儿、老人或行动不便的人旅行的时候，最好多预留出一些时间。

随身携带有效带照片的证件。如果没有身份证，也要确保有两张证明，其中一张必须是由政府签发的。不带适当的身份证明会导致额外的安全检查。不带有效身份证，有些航空公司是不允许登机的。对国际航班而言，航空公司需要掌握乘客的全名、联系人姓名和电话号码。

要知道自己都带了哪些东西。在机场的时候要看好自己的行李，不要接陌生人的行李。要留意无人看管的包裹。如果在飞机上见到这样的包裹，要向机场安检人员汇报。



尽量少在顶箱上放置重物。在紊流出现时，顶箱上的重物很有可能会掉下来，砸到下面的乘客。所以最好不要在临近孩子座位的上方放置重物。

系好安全带。在飞行中，紊流随时都可能会发生。如果不系好安全带，怀中又抱着孩子，当紊流突然来临时，强大的冲力很可能会使你压着孩子，或者把孩子摔在地上。所以登机就座后，首先应该做的就是系好安全带。

幽默不总是好的。不要开玩笑说自己带了炸弹或枪支。安检人员都受过训练，一听到这样的词语就会做出反应。对此的惩罚是很严重的，会有坐牢的可能性，或者附加罚款。

不要携带危险物品登机，也不可携带酒等液体饮料。不要在行李里放枪支、烟花、易燃物品和家用清洁剂，否则会受到严厉惩罚。

登机后要注意以下几点。

找到座位并弄清离自己最近的紧急出口在什么位置。

阅读安全卡，注意观看空乘人员的安全示范。边听边想象自己正在做这些动作。牢记安全卡中的信息可能会救命。

要清楚自己的责任。如果坐在紧急出口旁边，在确保安全的情况下要能够打开安全门。不仅要有体力，还要保持冷静的头脑。

不要乱用药。有些人会在飞机起飞前服用镇静剂或大量饮酒，这除了会让你反应缓慢，没有其他任何帮助。如果晕机，要及时服药。

在飞行过程中，系好安全带并且尽量不要动。

发生意外时，一定要听从空服人员的指示，毕竟空服员在飞机上的首要任务，便是维护乘客的安全。



第二部分 情境对话

对话 1

洛斯·安德森要通过电话预订一张下周去波士顿的机票。

(A：售票员　　B：洛斯·安德森)

A：早上好，这里是美国联合航空公司。有什么可以帮助您的吗？

B：是的，我想预订一张下周去波士顿的机票。

A：您要预订哪天的？

B：下周一，6 月 23 日。

A：下周一有一趟 802 航班，请稍等，我看一下是否有空位。很抱歉，那天的 802 次航班已经订满了。

B：还有其他航班吗？

A：下一趟航班是下周二，6 月 24 日上午 9：30 的，您要预订吗？

B：哦……是直航，对吗？

A：是的。您要头等舱还是经济舱？



B：我喜欢头等舱，票价是多少？

A：单程是 176 美元。

B：好吧，我就要周二 9:30 的吧。

A：807 航班下周二上午 9:30 去波士顿的机票一张，对吗？

B：对。能把我排到 23 号的候补名单里吗？

A：当然可以。请问您的名字和电话号？

B：我叫洛斯·安德森，电话号是 52378651。

A：如果有取消预订的我会通知您。

B：非常感谢。

A：不客气。

对话 2

布朗先生下周五要去伦敦，他想订一张低折扣的机票。

（A：售票员　　B：布朗先生）

A：早上好，先生。

B：早上好。我想订一张去伦敦的机票。

A：好的，请稍等。您要预订哪天的？

B：下周五。

A：好的，有首选的航空公司吗？

B：没有。但我想要买低折扣的机票。

A：好的。您要同时买返程机票吗？

B：不，谢谢，单程就可以了。

A：好的。目前可选的有新加坡航空公司、中国南方航空公司和新西兰航空公司，您想乘坐哪一个？

B：中国南方航空公司吧。顺便问一下，飞到那里需要多长时间？

A：如果一切顺利，通常需要一个半小时。

B：好的。我就订这个了。

A：请出示您的护照或身份证。

B：给你。

A：你要现金支付还是刷卡？

B：现金。

A：好的。您可以到航空代理处付款，在 2 楼的 D 服务台。

B：谢谢。

A：不客气，先生。机票订好了，您还需要什么吗？

B：不需要了，谢谢。

A：很高兴为您服务。祝您一路平安。

B：谢谢，再见。

A：再见。



第三部分　传统节日介绍

元宵节

中国春节后第一个月的第 15 天就是元宵节。灯笼一直是中国人生活中的一部分，所以中国有灯笼节（元宵节）就不足为奇了。

早在公元 6 世纪隋朝时期，隋炀帝就邀请各国的使者来中国赏花灯，看表演。

如今，正月十五的灯笼展仍然是一项重大事件，人们享受灯火通明的美妙夜晚。例如，位于中国西南部的成都，每年都会在文化公园里举办灯展活动。在元宵佳节，整个公园就是一片灯的海洋。很多新颖的设计吸引着无数的参观者。最引人注目的要数龙柱灯了。这种灯笼是一条金龙的形状，盘旋在 27 米高的柱子上，口吐烟花，给人留下深刻的印象。

人们通常会把灯笼挂在花园里、屋外、船上，它们为客人引路，指引先人的灵魂回来过节。盛宴过后，再为他们照亮到另一个世界的路。

那些用丝绸、纸和塑料制成的花灯形状各异，大小不一，色彩多样。有些被做成蝴蝶、小鸟、鲜花和船的形状，有些被做成龙状、水果状和当年的生肖动物的形状。最常见的就是“走马灯”，灯里会有不同的动物围绕中轴不停地旋转。

圆圆的、由糯米粉制成的元宵或汤圆是元宵节的特色食物。糯米粉可以包陷做成甜点，也可以简单地与蔬菜、肉和干虾一起煮。圆形代表着幸福、美满和团圆。

元宵节是全家团圆的时刻——无论老幼，无论贫富，都开开心心，幸福美满。

第四单元　游（一）





第一部分　课文

迎客并致欢迎词

机场迎接客人是整个旅游接待活动中最重要的一步。英语中有一种说法是：良好的开端是成功的一半，强调了开始的重要性。作为一名合格的导游员，应该在最开始的时候就扮演好导游这个角色，并且应该热心、幽默和体贴。

机场迎客的步骤包括：找到游客，问候游客，核实游客的数量，清点行李。然后带领游客去坐旅游车。

在这个过程中，应该经常对游客来到自己所在的城市或国家表示欢迎，并且了解他们的问题和需求。真诚地表达为游客服务的意愿，并且预祝他们旅游愉快。

要想成功带团，导游要努力给游客留下美好的第一印象。因此，导游要事先做好充足的准备。导游要以一种友好、真诚的方式工作，能够热情，有效地处理问题。同



时，必须随时做好面对游客投诉的心理准备。

导游要具备娴熟的技能和丰富的知识，必须用自己的人格魅力去感染游客。导游需要具备很强的责任感，做事有效率，还要幽默、体贴。而且，导游要能够很好地配合游客、领队/全陪、司机、酒店员工、饭店接待员等相关人员的工作。

为了致好欢迎辞，导游首先要对游客的到来表示热情的欢迎。其次，要介绍自己、司机以及所在的旅行社。第三，要表达为游客提供优质服务的意愿。第四，要告知游客他们即将入住的旅馆名称、地址及设施，以及就游客们将要游览的景点做一个简短的介绍。最后也是最重要的，借此机会祝愿游客们旅游愉快。如果导游有重要的事情要提醒游客，不要忘记多重复几遍，直到所有的游客都记下了。



第二部分　情境对话

一、对话

对话 1

林媛是一名地接导游，她在北京首都机场接到了一个从美国来的旅游团，正与领队格林先生交谈。

（A：林媛　　B：格林先生）

A：请问，您是来自美国的格林先生吗？

B：是的，你是地接导游吗？

A：是的。我是中国国际旅行社长春分社的林媛，欢迎你们。

B：谢谢。

A：旅途怎么样？

B：非常好。大家一路都在聊天，现在他们都正在下飞机。

A：不着急，我现在可以清点行李吗？

B：当然可以。一共有 18 件行李，我现在可以把行李送到车上吗？

A：不用，我会让行李员去送。大家都到齐了吗？

B：我点一下人数，是的，都到齐了。

A：走之前，您能告诉客人跟着我的旗帜走吗？现在人太多了。

B：当然可以，您在前边走，我们在后边跟着。

对话 2

在机场大厅，来自中国青年旅行社的年轻导游孟军正在迎接由詹姆斯・格林带队的美国旅游团。

（A：孟军　　B：詹姆斯・格林）

A：您好！请问您是来自洛杉矶的格林先生吗？

B：是的，我是詹姆斯・格林。



A：很高兴见到您，格林先生。我是孟军，来自中国青年旅行社的导游。叫我军就可以了。

B：很高兴见到你。

（*孟军与格林先生和其他游客握手。*）

A：欢迎来到中国！

B：军，很高兴你能来机场接我们。

A：不用客气。你们一路还好吗？

B：是的，非常好。但是长途飞行后有些累。

A：那是一定的。你们都需要好好休息一下。

B：但是终于来到了我们多年都想要来的中国，我们还是很兴奋的。

A：你们有很多时间可以游览中国的名胜古迹的。人都到齐了吗？

B：是的，10 个人。5 男 5 女。

A：很好，那我们可以出发了吗？格林先生，我来帮您提行李吧？

B：谢谢，我自己提就可以了。

A：请大家跟我来。旅游车在停车场等着大家呢。

B：太好了，我们走。

A：这边请。

二、欢迎词

（1）

女士们，先生们，早上好。我是来自中国旅行社的赵琳，我代表我们公司和我的同事欢迎大家来到中国，来到我们的首都北京。我将是大家在中国旅行的导游之一。请允许我来介绍我们的地接导游张先生和司机林先生。

我想你们大多数人都是第一次来到中国。长途旅行后你们一定很累了吧。现在请重新设置你们的手表。现在是北京时间上午 10 点。中国领土广阔，包含了 5 个时区，但是除了新疆外其他地区都是遵循北京标准时间。我们比伦敦早 8 个小时，比纽约早 13 个小时，比芝加哥早 14 个小时，比丹佛早 15 个小时，比洛杉矶早 16 个小时。

在这里你们会感受到中国的文化、历史和现代中国取得的成就。

中华文化被认为是世界上最古老的文化之一，而中华人民共和国却是世界上最年轻的国家之一。中国及中国文化的历史可以追溯到 5000 年前，而中华人民共和国成立于 1949 年 10 月 1 日。

我们还是一个发展中国家，特别是在旅游领域。过去，中国人只能够维持生活。在 1978 年经济改革开放之后，我们在现代化方面取得了成就，人们有了闲暇时间和金钱来旅游，不仅仅在国内，而且还可以去国外旅游。多年前，我们没有足够的酒店和饭店来招待游客，但是现在，情况变得完全不同了。

再有 45 分钟我们就会到达喜来登大酒店，在北京的时候你们会住在这里。张先生会为大家详细地介绍北京和中国。现在请大家坐好休息一下。

谢谢大家。

(2)

女士们，先生们，早上好。首先，欢迎大家来到中国，来到北京。

请大家坐好休息一下。你们的行李稍后会由另一辆车送到酒店，请大家不用担心。

下面我想做一下介绍。我们的司机张先生，有着 10 年驾驶经验。我叫冯丽萍，我的英文名字叫 Lily，大家可以叫我 Lily。我们来自中国国际旅行社北京分社。我代表公司对大家的到来表示热烈欢迎。

大家在北京期间，我们会竭诚为大家服务。如果你们有什么问题和要求，请告诉我们。

希望大家在这里过得愉快。

(3)

早上好，女士们，先生们。欢迎来到中国。

请允许我做一下自我介绍。我叫黄兰，黄是我的姓，所以大家可以叫我小黄。我是中国国际旅行社长春分社的导游。这位是我们的司机邓师傅，有着 10 年驾驶经验。对大家的到来，我们表示热烈的欢迎。

在本市 5 天的旅游期间，我们将竭诚为大家服务。我们将尽力让大家玩得开心。如果你们有什么问题或建议，请随时告诉我们。

你们将入住的酒店叫白天鹅酒店，是本市最好的酒店。明天早上 7 点半我们在酒店大堂集合，请大家记好我们的车牌号：12345。谢谢。

预祝大家在本市旅行愉快。



第三部分　传统节日介绍

清明节

清明节是中国 24 个节气之一，在每年的 4 月 4 日到 6 日之间。之后，气温开始回升，雨量增加，正是春耕的好时候。但清明节不仅仅是指导春耕的节气，也是一个祭祀的节日。

清明节是集悲伤和欢乐为一体的节日。

清明节是最重要的祭祀节日，无论是汉族，还是少数民族，大家都会在这一天祭奠先祖，为逝者扫墓。同时，在这一天，人们只吃寒食。

寒食节通常在清明节的前一天。祖先们把这一天延迟到清明，后来二者就合为一天了。

每当清明节这一天，墓地里到处都是前来祭祀和扫墓的人们。通往墓园的交通会异常拥挤。现在祭祀活动简单了很多。在扫过墓后，人们会为逝者献上鲜花和生前喜欢的食物，在墓碑前烧香和纸钱。



除了扫墓者的悲伤之外，人们也对春天的到来充满希望。清明时节，日光充裕，草木发新芽，万物复苏。从远古时起，人们就有了春游的习俗，此时到处都是游人。

人们喜欢在清明时放风筝，实际上也不仅局限于这一天。清明节放风筝的特别之处是人们不仅白天放风筝，晚上也放。系在风筝或线上的一串串小灯就像闪烁的星星一样，所以也叫“放天灯”。

清明节也是植树的季节，因为此时种下的树苗成活率很高，长得又快。过去把清明节也称作“植树节”，但自 1979 年后，根据公历，“植树节”被定为 3 月 12 日了。

第五单元　游（二）



第一部分　课文

1. 吉林雾凇

吉林市的雾凇以其冬天里的春天般诗情画意的美，同桂林山水、云南石林和长江三峡并称中国四大自然奇观。在去雾凇景区的路上，请允许我为大家介绍雾凇的形成过程。

雾凇俗称“树挂”，当雾和蒸汽在零度以下相遇就会形成雾凇，雾凇分两种，一种呈粒状，一种呈晶状。吉林的雾凇属于后者。它有 3 个形成条件，即水汽、气温零下 25 摄氏度以下、风力不超过 3 级。

为什么吉林会形成雾凇呢？

从吉林市区溯松花江北上是丰满水电站和松花湖。数九隆冬当水流经过发电机组，水温变热，水温保持在 4℃ 左右。由于江水载着巨大的热能，所以松花江数十里都不结冰。这也是中国东北一大奇观。

从水面源源不断地蒸发出的水汽使整个江面雾气腾腾。江边树种丰富，有松树、杨树和柳树。水汽遇冷就会在树上凝结成霜，形成雾凇。

由于成因特殊，吉林雾凇可以持续几个小时。另外，观赏雾凇的最佳时间是 11 月末到第二年的 2 月。

人们将欣赏雾凇分为 3 个时段，即夜看雾，晨看挂，待到近午赏落花。第一阶段指的是在晚上，可以欣赏到雾凇形成之前的景象。第二阶段是在早上。第一个阶段是说人们可以在雾凇形成之前的夜里观看美丽的雾景。第二个阶段是在第二天早晨，众所周知，吉林冬季相当寒冷，一到观赏区，一个神奇的银色世界就会呈现在我们面前。最后一个阶段是雾凇开始脱落时的情景。一般在上午 9 点之后，树挂开始脱落，开始时是一片一片的，接着是成串成串地往下滑落。当脱落的雾凇落到头上和肩上时，我们会感到特别清新和凉爽。

除了吉林市内，雾凇岛也是观看雾凇的不错去处。它位于吉林市北，大约 35 公里处。每年冬季，它都吸引着成千上万的国内外游客来到这里。

现在请大家与美丽的雾凇合影留念，留下美丽的瞬间吧！



2. 致欢送词

在欢送词中，有必要回顾一下行程，并对游客在游览中给予的理解和合作表示感谢。对于自己的服务可以向游客征询意见和建议，以便于改进将来的工作。可以告诉游客自己很珍视和他们之间的友谊，并且希望将来能再次重逢。最后，预祝游客回程或去下一站旅途愉快。欢送词包含 3 个主要部分：称呼、主体和结束语。



第二部分　情景对话

对话 1

下面是导游和游客之间的对话，导游在向游客介绍吉林省的主要景点。

（A：导游　　B：詹姆士·史密斯）

A：欢迎来到中国，来到吉林省的省会，长春。我将尽力让你在这里玩得开心。

B：万分感谢！

A：不客气。顺便问一下，这是你第一次来中国吗？

B：不是。我曾去过中国南方几次。但这是我第一次来到北方。

A：你运气真好！

B：是的，我喜欢中国，这儿有很多优美的风景。我喜欢旅游，您能为我介绍一些著名景点吗？如果时间允许，我希望能去看看。

A：没问题。我给你介绍三个有代表性的景观。一座山、一个自然景观和一个历史文化古迹。

B：听起来不错。我听说吉林省有一座著名的山，但是我忘记了名字。

A：哦，我想您说的是长白山，这也正是我想要告诉您的。长白山是中国十大名山之一，是 5A 级景区，被誉为“关东第一名山”。1983 年，我国前任领导人邓小平同志来到长白山游览，他对其给予了高度的赞赏，说“不登长白山终生遗憾。”

B：真的吗？它的迷人之处是什么？

A：它是一座休眠火山。在山顶有世界海拔最高的湖泊——天池。欣赏天池的美要看天气情况，所以不是所有人都能欣赏到的。

B：太神奇了！我要试试看我是否够走运。那么自然景观又是什么？它有什么特色呢？

A：吉林雾凇。它与长江三峡、云南石林和桂林山水被称作“中国四大自然奇观”。

B：嗯，我知道，但是雾凇是如何形成的？

A：在吉林市有条著名的江叫松花江，当它流经这个城市的时候，它的水蒸汽附着在松花江两岸数木的树枝上，然后会凝结成晶状的雾凇。

B：哦，我明白了。很遗憾我是在夏季来到这里，看不到这奇异的景观了。您介绍给我的最后一个景点是什么？

A：您知道，吉林省曾在日本控制之下，在 1932 至 1945 年日本在长春建立了伪满洲国。长春有一个伪满皇宫，它是末代皇帝爱新觉罗·溥仪曾经居住过的地方。它是日本帝国主义侵占东北，并对中国实施法西斯殖民统治的历史见证。

B：好的，谢谢您的介绍。我想我要去看看那座山和那个皇宫。您可以为我安排一个旅行计划吗？

A：当然可以。我们明天就出发。

B：好主意。

对话 2

丽丽是一名地接导游，她正在帮助来自美国的游客上车。在去机场的路上她与领队在交流。

（A：丽丽　　B：领队）

A：行李都在吗？

B：应该都在。

A：确信没有落下什么东西吗？

B：是的，我确信。

A：好的，那我们出发去机场吧。

B：当然了。

A：时光飞逝！你们来到中国已经半个月了。想起来好像我昨天刚在机场接的你们。但是现在你们就要离开了。

B：是啊，这真是一次美好的旅行经历啊。

A：现在你们对中国的印象如何？

B：你知道，在我们来之前，我们只是通过书本和电视节目对中国有所了解。但是现在，它给我们留下了深刻的印象。我想我对中国文化有了更深的了解。

A：我很高兴你们喜欢这次中国之行。

B：我们在这里买的纪念品将会让我们常常想起这次难忘的中国之行。一路上您给了我们很大的帮助，我想代表我们团队向您表示感谢。

A：我能为大家做的还不够了。我非常高兴做大家的导游。哦，我们到机场了。

对话 3

地陪琳达正在机场向中国旅游团致欢送词。

（A：琳达　　B：领队）

A：我们到机场了。我想和游客们说几句话，您能帮我翻译一下吗？

B：很乐意。

A：女士们、先生们，时光飞逝，现在你们就要离开这里了。我和大家先道个别。首先，感谢在过去 15 天中大家对我们的理解与合作。你们一向都很守时，这使得我们的工作格外顺利。当我告诉你们一些事情的时候你们都很用心听讲，



而且，大家对我的导游服务工作也给予了很好的建议，促进我们更好地服务。我想说你们是我所接待过的最好的团队。15 天前，我们是陌生人；今天，我们像朋友那样道别。我希望美国之行给你们留下了美好的回忆。分离是一种甜蜜的悲伤。见面快乐，分开遗憾，重逢幸福，我希望将来能和大家再次相见，并能够再次成为大家的导游。再一次感谢大家的合作和支持。

B：(*面向游客*) 让我们用掌声感谢琳达为我们提供的导游服务。

A：谢谢。能等我一下吗？我去为大家换登机牌和行李牌。

B：好的，不用着急。

(*琳达回来了*)

A：不好意思，大家久等了。这是你们的机票、登机牌和行李牌。请核对一下。

B：非常感谢。

A：我们现在去安检处吗？

B：是的，走吧。

A：我们到了。这是机场的安检处，现在请大家准备好机票、团队签证和登机牌。

B：谢谢。

A：应该的，旅途愉快。



第三部分　传统节日介绍

端 午 节

周朝末年，中国陷入了分裂与冲突之中。当时周朝的统治已经持续了几个世纪，其他几个小国，即最初的诸侯，都试图划分出自己的领土。最终秦国成为了赢家，中国实现了历史上第一次统一。

屈原，一个聪明、善于雄辩的人，当时是楚国皇帝的大臣，他深受百姓爱戴。当时朝廷深受官员腐败的困扰，他进行过多次对抗，从而遭到了其他官员的嫉恨和恐惧。因此，当屈原请求皇帝避免与秦国的冲突时，其他官员向皇帝施加压力将屈原削职流放。在流放过程中，他四处游走，教书育人，写诗赋词。当听说周朝被秦国打败后，他因深陷绝望而投入汨罗江自尽身亡。他最后的诗歌写道：长太息以掩涕兮，哀民生之多艰。驾驭着玉龙乘上风车啊，立刻乘风奔向天上的征途。

由于屈原深受百姓爱戴，渔夫们划船冲向汨罗江，敲着鼓驱赶河里的鱼，向河里扔粽子喂不怕鼓声的鱼，免得它们吃屈原的尸体。

从那时候起，人们通过赛龙舟、吃粽子和一些其他的活动在屈原的忌日五月初五来纪念他。

赛龙舟是这个节日最激动人心的一部分，吸引了大量的观众。龙舟通常是装饰鲜艳的小船。长度在 40 到 100 英尺之间，船头是张开嘴的龙，船尾是龙尾。根据长度安排桨手，最长的可以有 80 名桨手，鼓手和旗手站在船头。龙舟在开始比赛前，有一个神圣的仪式叫做“画龙点睛”，使龙苏醒。参加竞赛的龙舟数目不限，第一艘摘



得旗帜的龙舟为冠军。每年一度的龙舟赛在全国，乃至香港、澳门、台湾和其他的海外中国社团范围内举行。

第六单元　购



第一部分　课文

在中国购物

作为旅游活动的一个重要部分，购物有时是进行旅游活动的主要原因。在中国，购物是有趣的和高要求的。购物的话题主要集中于买什么和在哪里买。

买什么

在中国有大量的物品已被证明是很好的馈赠亲友的礼物。以下是一些例子：

1. 中国丝绸的质量、颜色和纹理闻名世界。其他布料的纹理无法与之媲美。杭州和苏州是最著名的丝绸产地。

2. 中国是茶叶之都，出产的茶叶有绿茶、红茶和乌龙茶等。最著名的茶叶有：产自浙江省西湖的龙井、河南省的信阳毛尖及福建省的铁观音。

3. 在中国古代，酒被视为神圣的东西，只是祭祀时饮用，如今已成为普遍的就餐时的饮品了。最著名的酒是贵州省的茅台和四川省的五粮液。它们在国际博览会赢得过许多奖项。

4. 传统中药是中华文化的一个要素。中药的真髓就在于传统中药的使用上，传统中药多数取自于动物和药草。它们神奇的疗效通过多种疾病的治愈已得到了证实。这样的动物和草药包括鹿茸、当归、人参、田七、杏仁等。

5. 工艺美术品是理想的馈赠朋友的佳品，如青铜器、景泰蓝、玉器、北京的漆器、剪纸、江西景德镇的陶瓷、陶器、丝绸制品、苏州的刺绣等。还值得一提的是在中国历史上占有重要地位的“文房四宝”（笔、墨、纸、砚）。

去哪儿买

1. 在中国，友谊商店是由国家指定为外国游客提供服务的商店。这些商店有多种商品，如丝绸、金银珠宝、珍珠、玉器、刺绣、绘画作品、文房四宝、陶器和工艺品。这些商店出售的商品的价格通常高于其他商店的，但质量好，有些商品还是定点销售。

2. 百货商店，多数为国营商店，出售各种日常用品。

3. 市场被认为是购买廉价商品的理想场所。在那里可以货比三家，磨练讨价还价的技巧。

4. 如果已经决定了想要买什么样的工艺品，还想低价购买，那就直接去工厂。

5. 为外国游客提供免税商品的免税店由国家海关控制。目前免税店在中国全国范围内多达 153 家，主要分布在机场、火车站和各大城市。



第二部分　情景对话

对话 1

斯通夫妇想在中国买一些土特产，于是他们来到酒店内的商店。

（A：店员　　B：斯通先生　　C：斯通夫人）

B：看，麦琪。这些挂毯真漂亮！你不觉得我们可以买一张带回国吗？

C：好啊。（*看价格标签*）哦，有点贵。

A：艺术挂毯体现了地毯纺织艺术的最高水平，是具有典型中国风格的手工艺精品。要是看这么精湛的技术，它更值钱。

B：我同意。这是桂林的风景吗？多美的挂毯啊！两天后我们就去桂林——这幅挂毯真漂亮。

C：我更想买几块刺绣台布来配这个挂毯。

A：您喜欢哪一种？亚麻的，提花涤纶的，还是锦缎的？

C：请给我锦缎的。多少钱？

A：60 元。

C：太贵了。你们没有便宜点的吗？

A：有。在这里，看一下这个带竹子图案的手工刺绣。

C：绣得真漂亮！多少钱？

A：40 元。

B：是特价商品吗？

A：不是的，先生。这都是一等品。每件商品上面都有价签的。我们商店是定价销售，不能随意改价的。

C：明白了。我买 2 块。亨利，你喜欢吗？

B：是的，我很喜欢。哦，能送到我们的房间吗？

A：当然可以，先生。请写下您的名字和房间号。

对话 2

史密斯先生想在吉林买点特产送给朋友和家人，他向导游征求意见。

（A：史密斯先生　　B：导游）

A：我想给我的朋友和家人买些当地的特产。你能给我一点建议吗？

B：当然可以。首选吉林特产。

A：有什么特产？

B：您可以有大量选择，如人参、黑木耳和蘑菇。

A：您能给我简单介绍一下吗？

B：好的。人参是“东北三件宝”之一，除了做药外，还可以用来泡酒、炖小鸡，那可是大补。黑木耳有个美名叫“素肉”，是“中餐中的黑宝石”。蘑菇中要



数猴头菇最有名了，因为它看起来像是金丝猴的脑袋，所以被称为“猴头菇”，它新鲜、柔软、美味。

A：听起来很不错。我一定要买回去一些。你能陪我去吗？我不知道怎么讲价。

B：我很乐意。我知道一家纪念品店，质量好，价格还合理。

A：太好了。



第三部分 传统节日介绍

中秋节

中秋节是在农历八月的第 15 天。这是全家人聚在一起赏月的日子——象征吉祥富足，和谐和幸运。大人们通常会沉浸在一杯热腾腾的中国茶的芬芳与品种众多的月饼之中，而孩子们则提着明亮的灯笼跑闹玩耍。

“中秋节”最初是一个庆祝丰收的节日。后来由于月中女神嫦娥而被赋予了神话意味。

根据中国神话，曾经有 10 个太阳围绕地球。有一天，这 10 个太阳同时出现，酷热难挡。一个强大的射手——后羿，成功射下了 9 个太阳后，拯救了地球。为了从残暴统治中拯救老百姓，后羿偷了仙丹，但被他的妻子嫦娥偷偷吃掉了。从而开始了中国女孩会在中秋节对着月宫仙女祈祷的传统。

在 14 世纪，“中秋节”吃月饼被赋予了新的意义。故事是这样的：当朱元璋密谋推翻蒙古人建立的元朝时，起义军将信息隐藏在月饼里。因此中秋节也就成了汉人为纪念推翻蒙古人统治的节日。

元朝时期，中国处于蒙古族统治之下。部分将领对外族统治不满，就开始策划如何起义而不被发现。起义的领袖知道中秋节临近，命令下属制作特殊的月饼。将进攻方案藏在月饼里。在中秋节的夜晚，反叛者成功地推翻政府。随后建立了明朝。今天，人们吃月饼就是为了纪念这件事。

第七单元 娱



第一部分 课文

1. 京剧

中国的京剧作为北京的地方戏曲，有 200 多年的历史。它是一种在全国都具有广泛影响的表演形式，因此得名“国剧”。它是一种综合的艺术形式，包括歌唱、舞蹈、念白和杂技表演。

大约 200 年前，清朝乾隆皇帝（1790）酷爱地方戏曲，命令各地方戏曲班进京为



他的 80 大寿进行表演。演出结束后，各地方戏曲班留在北京与昆曲结合，产生了中国最大的戏曲——京剧。京剧的形成经历了半个多世纪的时间。

京剧是一种程式化的表演动作，同时还有唱歌、跳舞、音乐对白、武术、脸谱和精美的戏服。它或者是讲述一个故事，或者是描述不同人物形象及他们的喜、怒、惊、恐、哀等情感。京剧的角色分为 4 种：生、旦、净、丑。剧中人物或忠或奸，或美或丑，或好或坏，他们的形象都被表现得活灵活现。

京剧的剧目主要是中国封建社会各朝代的神话故事。京剧的乐曲优雅、悦耳。曲调可以分为两类：西皮和二黄。背景音乐主要由打击乐器和弦乐器演奏，如京胡、三弦、唢呐等。京剧的服装优雅精致，大多数都是带有传统中国图案的手工刺绣。京剧的脸谱颜色鲜艳，多种多样，描绘了不同的人物和形象。

1919 年，京剧泰斗梅兰芳率剧团赴日本演出，京剧首次向海外传播。随着他在美国和欧洲的演出，京剧开始被全世界人民所接受。近年来，京剧为中国与世界其他国家的文化交流做出了巨大贡献。

2. 二人转

二人转起源于中国东北地区，它的表演形式形成于人们长期的实践。喜剧效果是它的一个显著特点，带有即兴表演和滑稽艺术的地域风格是其另一个特点。二人转艺术的目标是保持通俗的本质，实现“雅俗共赏、丑中见美”共存的表现形式。

东北二人转是一种二重唱形式，也称为蹦蹦。它起源于中国东北的辽宁、吉林和黑龙江三省。它是一种由两个人表演的曲艺形式，包括讲故事、歌曲和舞蹈。蹦蹦有着 200 年的历史，剧本是由通俗语言写成的，因此通俗易懂、幽默诙谐，富有地方生活风格。音乐以东北民歌为基础，唱腔高亢、爆发性强，而且真挚、感人。舞蹈源自过去的农民庆祝播种和收割时跳的舞蹈。舞手绢和扇子的民间舞蹈技巧是它的特色。

二人转有 3 种表演形式。最重要的一种是两个人化装成一丑一旦的对唱形式，表演结合了唱歌、跳舞和讲故事。最著名的曲目是《西厢记》和《蓝桥》。第二种形式叫单出头，一个人边唱边舞，如《红月做娥梦》。第三种形式是演员人数在 3 人以上，叫拉场戏，代表曲目为《包公赔情》。

新中国成立后，政府对这种传统的曲艺形式给予大力支持，多次组织老艺术家传授表演技巧，并且对二人转一些曲目和表演形式进行改革，去其糟粕。现在二人转被列为民间艺术形式并受到政府保护。你可以不喜欢二人转，但你必须尊重这种艺术形式。



第二部分　情景对话

对话 1

地接导游丽丽在向游客介绍中国杂技。

（A：游客　　B：丽丽）

A：我听说你为我们准备了一些娱乐活动，那我们今天晚上做什么？

B：我们要去看中国杂技表演。

A：听起来不错。

B：通常来说，杂技表演是一系列的杂技动作。尽管它不像文学那么具体，但它更加形象生动。它将各种舞蹈、音乐和武术等艺术形式整合到一起，通过现代的灯光、音效和舞蹈艺术，使表演效果得到提高。

A：那就是说我们在这个表演中可以看到中国的各种艺术形式，对吗？

B：是的。5000年的中国文明为杂技表演的创作提供了大量的素材。中国杂技演员通过专业技巧，表演人们感兴趣的主题。近年来，中外艺术家们的强强联手给传统的中国杂技注入了新的生机。

A：你一定在开玩笑吧？你是说外国人表演传统的中国杂技？

B：是的。

A：那我可真是期待了。表演什么时候开始？在哪里演出？

B：晚上7点，在东方广场。

A：现在6点半了，咱们走吧。

对话 2

地接导游丽丽在与游客谈论京剧。

（A：丽丽　　B：游客）

A：女士们、先生们，大家请注意用过餐后，我们要去欣赏京剧。

B：我们要去哪个剧院？

A：长安大剧院。

B：不好意思，什么是京剧？我对此一无所知。

A：它是一种传统的中国艺术，融合了歌唱、舞蹈、对白和杂技表演。

B：那历史一定很悠久了吧？

A：是的。作为北京的地方戏，它已经有200多年的历史了。

B：听说京剧表演者都会穿漂亮的戏服。

A：的确。多数的京剧戏服都是由手工刺绣制成的，优雅、精致。

B：我想穿戏服照相，可以吗？

A：可以。看完表演后，我们有机会到后台参观。在那里你们可以看到演员们是如何化妆的。如果感兴趣的话，你们可以穿戏服照相。而且，剧院会在演出后赠给每个人一张京剧唱片。

B：太好了，我都迫不及待了。

对话 3

丽丽是一名地接导游，约翰是一名外国游客。他们在谈论秧歌——一种颇受欢迎的民间舞蹈。



（A：丽丽　　B：约翰）

A：今晚我们要在长春市内散散步，欣赏一下美丽的夜景。我相信你会喜欢的。

B：当然。我已经爱上了这座城市。它的美丽、热情都给我留下了深刻的印象。看！那边有很多人，他们在做什么？

A：我们过去看看。哦，他们在扭秧歌。

B：什么是秧歌？我怎么不知道。

A：秧歌是一种颇受欢迎的民间舞蹈，历史悠久。它起源于汉代，有大约1000年的历史了。

B：我看那些人很开心，背景音乐也很好听。

A：你说的很对。秧歌表演形式幽默、简单。如今，人们只会在比较欢乐的场合扭秧歌，如节日和庆典上，特别是春节期间。

B：据说扭秧歌的人都穿着颜色鲜艳的服装，是吗？

A：是的。秧歌队里有各色服装。人物角色就可以从戏服上判断出来，如《西游记》里的孙猴子和猪八戒，《白蛇传》里的白娘子，他们都是中国民间故事里的人物。

B：我喜欢背景音乐，很好听，我都想加入进去了。

A：背景音乐是由锣、鼓和唢呐等演奏的。

B：真让人惊奇！那边有个巨人，他在做什么？

A：他在表演一种舞蹈，叫踩高跷，很受欢迎的。其他舞蹈，如舞龙、跑旱船等都因生动、多样、技艺高超和造型完美而受到大家的喜爱。

B：我对秧歌很感兴趣，咱们也去扭吧。好吗？

A：好的。走！



第三部分　传统节日介绍

重阳节

阴历九月初九既是中国的“重阳节”，也是秋季一个欢快的时刻。根据“阴”、“阳”的传统理论，第9个月份和当月的第9天都属于“阳”，意味着积极、阳刚，而“重”就是双倍的意思，所以叫“重阳节”。

那一天人们会聚到一起，赏菊花、把茱萸叶别在衣服上。登山和吃一种特制糕点也是重阳节的习俗。

登山的习俗可以追溯到西汉时期。一些古老的游记上记载，人们爬上高山不仅仅是为了欣赏美丽的风景，还为了躲避恶鬼和灾难。

这个习俗源自一个古老的神话传说。据说很久以前在汝河出现了一个魔鬼，他出现在哪里，哪里的人们就会死掉。一个叫恒景的年轻人发誓要帮助邻居和百姓除掉此魔。他遍访名山寻找名师。最后，一位道士教他如何对抗妖魔，他认真学习本领，反复练习。



一天，道士叫住他，对他说："恒景，明天就是九月九日了，恶魔会出现。你该回家除魔了。"道士给了他一包茱萸的叶子和一罐用菊花泡的酒。恒景骑着仙鹤，飞了很远，用了一天的时间回到了家中。按道士所说，他让村民们在衣服上别上茱萸的叶子，手里拿着菊花酒，爬到附近的高山上。

当恶魔从水下出来的时候，它被茱萸和菊花的味道熏晕了。恒景拿着道士给的剑，几个回合就杀死了恶魔。人们都聚到一起，喝着菊花酒庆祝。第二年，爬山的习俗就在村民中流传开来。

在金秋时节，菊花盛开，总能让人们想起古老的神话传说。后来，一种包有大枣、栗子和肉的糕点也为这特殊的一天增加了欢乐。

第八单元　在机场

第一部分　办理登机手续

1. 在问讯处

（A：机场服务人员　　B：领队）

场景 1

A：早上好，有什么需要帮助的吗？
B：是的，我想知道有没有去纽约的航班。
A：有的。312 航班，上午 10 点 40 分起飞，下午 1 点半到达纽约。
B：每周有几次去纽约的航班？
A：有 3 班，周一、周三和周五。
B：哦，谢谢。
A：不客气。

场景 2

A：下午好，夫人。有什么能帮助您的吗？
B：下午好。我们要转乘 MH235 次航班去吉隆坡。我们要在哪里办理行李托运手续？
A：请到咨询台后面的柜台办理。
B：您知道什么时候开始办理登机手续吗？
A：您的航班什么时候起飞？
B：下午 2 点。
A：我看一下，现在是 12 点。那就是大约半个小时后开始办理。
B：非常感谢。顺便问一下，哪里能打电话？



A：走到候机厅的尽头，你会看到一个公用电话亭，夫人。
B：谢谢。
A：不客气。

2. 在登机手续办理柜台

（A：柜台办事员　　B：领队）

场景 1

A：早上好，先生，有什么能帮您的吗？
B：在这能办理去东京的 NH205 登机手续吗？
A：是的，先生。您们是一个团队的吗？
B：是的，我们是一个 24 人的团队。
A：能把您们的机票和护照给我好吗？
B：当然，给您。
A：您们一共有多少件行李？
B：30 件。
A：好的。这是您们的机票、护照和登机牌。行李牌粘贴在机票上了。
B：谢谢。
A：不客气。

场景 2

A：晚上好，夫人。需要帮助吗？
B：是的，我想办理登机手续。
A：请出示您的机票和护照。
B：给您。
A：您有行李要托运吗？
B：是的，只有一件行李。
A：好的。您要靠窗的座位还是靠过道的？
B：靠过道的，可以吗？
A：没问题，给您机票和登机牌。您的座位号是 5A。
B：多谢。

3. 行李托运

（A：行李托运办理员　　B：领队）

场景 1

B：您好，女士。是在这里办理去巴黎的法航 AF310 次航班的登机手续吗？
A：是的，先生。请出示您的护照和机票。
B：当然。这是 10 张机票，10 个护照。我们都是一个团队的。我们可以坐在一起吗？



A：我看看……好的，没问题。您们有多少行李要托运？

B：我们一共有 10 件行李。

A：把它们放到称重带上好吗？

B：好的。没有超重吧？

A：对不起，超重 3 公斤。

B：哦，太糟糕了。一定是因为那些小册子。我可以把它们放到随身行李里吗？

A：既然您们没有随身行李，您可以带着。

B：太好了。顺便问一下，你能给我解释一下免费行李重量吗？

A：当然可以。飞往法国的跨大陆航班，免费携带行李的重量是每人不超过 30 公斤。

B：知道了，谢谢。

A：好了，这是您们的行李牌、机票、登机牌和护照。

B：我从这怎么去 15 号登机口？

A：坐那边的电动扶梯然后左转，您就能看到标牌了。

B：非常感谢。

场景 2

A：有什么能帮助您的吗，先生？

B：是的。我们想办理到悉尼的登机手续。这是我们的机票和护照。

A：好的。请把行李放到称重带上。您们想托运多少件行李？

B：8 件。我可以拿这件行李作随身行李吗？

A：我称一下。对不起，超重了。随身行李的重量是 8 公斤。您的是 10 公斤。

B：明白了。那就把它和其他行李放一起好了。

A：好的。这是您们 9 件行李的行李牌、护照和机票。

B：谢谢。

A：不客气。

4. 登机

（A：空乘　　B：游客）

场景 1

A：下午好，欢迎登机。请这边走。

B：谢谢，女士。您能带我到座位去吗？

A：当然。我能看一下您的登机牌吗？

B：当然。给您。

A：20-B. 请到这边。

B：谢谢。我的包放哪？

A：您可以把衣服和小东西放到您头顶的行李架里，包放脚下。

B：好，谢谢。控制座椅的按钮在哪？



A：就在扶手上。
B：谢谢。
A：很高兴为您服务。

场景 2

B：对不起，女士。我妻子和我的座位分开了。您能帮我找两个挨着的座位吗？
A：请稍等，我帮您看一下。是的，如果您不介意的话，机舱后面有两个空位，可以吗？
B：没问题，只要能坐在一起。您知道这是长途飞行。非常感谢。
A：不客气。
B：我现在可以用卫生间吗？
A：恐怕不行。等到起飞再用好吗？我们 10 分钟后就起飞了。
B：没问题，我能等。谢谢。



第二部分　出境和入境

1. 入境手续

（A：入境手续办理人员　B：领队）

场景 1

A：早上好，请出示您的机票、护照和入境卡。
B：给您。
A：您到这个国家的目的是什么？出差还是观光？
B：出差，我与一个团队一起来的，我是领队。我们要游览几个地方。
A：知道了。您们要在新西兰呆多久？
B：我们要在这呆 7 天，4 月 23 日离开。
A：在本国您们打算住哪里？
B：住酒店。
A：您带了多少钱？
B：2000 美元现金。
A：您们有返程票吗？
B：是的，给您。我可以走了吗？
A：您还记得最后一次接种疫苗是什么时候吗？
B：3 天前，就在来这之前。您可以看我的健康证明。
A：好的，我想您可以走了。谢谢您的配合，祝您旅游愉快。
B：谢谢。

场景 2

A：下午好，先生。请出示您的护照和入境卡。

B：我是领队。我们有团体签证。
A：请出示并把团员的护照给我。
B：好的。给您。
A：领队，为什么这个人的出生日期与护照上的不一致？
B：我看看。哦，我填签证表的时候弄错了。对不起，能帮我改过来吗？
A：没问题。能告诉我当地旅行社联系人的地址和电话号码吗？
B：当然，给您。
A：请让您的团员把入境卡放到护照里，然后根据名单逐个过境。
B：好的，我最后走。

2. 行李领取

场景 1

（A：机场工作人员　　B：乘客）
A：早上好，有什么能帮助您的吗？
B：是的。我从杭州乘 CA558 次航班来的。我在哪里领取行李？
A：行李提取处在楼下。在那里能找到您的行李。
B：谢谢。
　　（*过了一会儿*）
B：打扰一下，先生。我找不到我的行李了。这是我的行李牌，您能帮助我吗？
A：别担心，夫人。您的行李是什么样的？
B：一个是中等大小的手提箱，深蓝色的。另一个是大号的保罗箱，上面有我的名字，是黑色的。
A：这是您的吗？您走错地方了。
B：哦，是我的。非常感谢。可是这件行李的把手坏了，我该怎么办？
A：请到那边的行李服务处，服务人员会帮助您的。
B：好的。谢谢。

场景 2

（A：游客　　B：行李服务处工作人员）
A：丢失行李是在这办理吗？
B：是的，先生。您的行李怎么了？
A：我的一件行李到现在还没有拿到。
B：您坐哪个航班？
A：泰国航空公司 236 航班。
B：您的行李是什么样的？
A：是灰色的双肩皮背包。
B：好的。能看一下您的行李牌吗？



A：给您。

B：好的，先生。为什么不到那边的架子上看看呢？那是今天来自泰国航空公司无人认领的行李。

A：好的。哦，在这呢。谢谢您。

B：不客气，很高兴为您服务。

3. 过海关

（A：海关检查员　　B：乘客）

场景 1

A：早上好，先生。请出示您的报关单。

B：好的，给您。

A：您有要申报的物品吗？

B：不，我没有。

A：请打开这个包。这些是什么？

B：这些是我的私人用品。这些是给朋友买的礼物。

A：有酒或香烟吗？

B：是的，我买了 5 瓶白兰地。

A：那恐怕您要交税了，请把这个申报表给出口处的官员。

场景 2

A：有要报关的物品吗？

B：我想没有，除了一条香烟。那是免税的，是吗？

A：是的，一人可以带一条免税香烟，能打开您的箱子吗？

B：当然可以。只是我的私人物品。

A：那是新相机吗？

B：不，是旧的。我有它的发票。

A：我可以看一下吗？

B：当然可以。给您。

A：好的，您可以通过了。

4. 安全检查

（A：安检人员　　B：游客）

情景 1

A：早上好，先生。请把您的包放在 X 光扫描器上。

B：哦，好的。

A：现在请通过这个拱门。

B：我做错什么了吗？没问题吧？
A：别担心。您身上带什么金属物品了吗？
B：哦，是的。我家的钥匙。
A：请把它们放到这个塑料筐里，然后再走过这个拱门。
B：好的。
A：可以了。别忘了您的包和钥匙。
B：不会的，谢谢。

场景 2

A：下午好，夫人。能把那个包放在柜台上并打开吗？里面是什么？
B：一些衣服，几本书和一些纪念品。
A：还有什么吗？
B：我看看。哦，是的，一包绿茶和几个梨。
A：抱歉，夫人。您不能带新鲜水果进入悉尼。它们将被没收。
B：哦，好吧。我可以走了吗？
A：您可以走了。抱歉打扰您了。
B：没关系。

5. 出境手续

场景 1

（A：出境手续办理人员　　B：游客　　C：海关检查员）
A：请出示您的护照和出境卡。
B：好的，给您。
A：好了，请到海关那里。
C：请出示您的海关申报表，先生。您有要报关的物品吗？
B：我想没有。
C：那您介意把包打开一下吗？
B：不介意。
C：我要检查一下您的行李和您的报关表。请给我看一下您带来的贵重物品。
B：好的，给你。
C：好，没问题。您可以通过了。
B：谢谢。

场景 2

（A：海关检查员　　B：游客）
A：早上好，先生。我可以看一下您的报关表吗？
B：当然，先生。给您。



A：好的。您有什么要报关的吗？
B：不，我想没有。我买了 3 个音乐播放器，是给朋友的。
A：拿出来给我看看，可以吗？
B：当然可以。给您。
A：您知道价格吗？
B：我想大约 200 美元，这是发票。
A：那就好。这些巧克力和糖果呢？
B：那是给孩子的礼物。我需要纳税吗？
A：不用了，也不是很贵，所以不用交税。
B：那么我现在可以走了吗？
A：是的，我想可以了。
B：谢谢。

第九单元　在飞机上



第一部分　用餐

1. 点酒水饮料

（A：空乘　　B：领队　　C：游客）

场景 1

A：您好，先生。您需要喝点什么吗？
B：有什么饮料？
A：有咖啡、茶、果汁、可口可乐、雪碧和水。
B：琳达，您想喝什么？
C：橘子汁。
B：好。请给靠窗户的这位女士橘子汁，我要咖啡。
A：还有什么需要吗？
B：请给我们拿一些冰块。
A：给您。
C：我不要冰块，太凉了。谢谢。
B：顺便问一下，到巴黎要多长时间？
A：不到 4 个小时。我们会准时的，别担心。
B：太好了。我担心转机出问题。您有这方面的信息吗？
A：是的。飞行杂志上有航班信息。您要看吗？
B：是的，请给我一份。请再给我来点咖啡。
A：好的。请稍等。我一会就给您拿来。

场景 2

B：您好，小姐。能给我们拿些喝的吗？

A：当然可以，先生。我们有咖啡、茶、果汁和水。我们还提供各种酒精饮料。您要什么？

B：喝酒要付费吗？

A：是的。您可以看一下这个价格单，然后告诉我您要点什么。

B：哦，既然这样，就给我们来点矿泉水吧。

A：好的。饮料是免费的。给您。

B：非常感谢。

场景 3

C：领队，我渴了。可以喝点东西吗？

B：稍等，我来找乘务员。

A：早上好，您需要什么？

B：是的，这位女士想喝点东西。

A：好的。女士，您想喝什么？我们有咖啡、茶、果汁和水。

C：她说什么？

B：她问你想喝什么。

C：我就想喝黄瓜汁。

B：请来杯黄瓜汁。

A：对不起，先生。黄瓜汁没有了。我们有橙汁、菠萝汁、苹果汁和番茄汁。

B：黄瓜汁没有了，番茄汁怎么样？

C：行。

B：请来杯番茄汁。

A：好的，我一会就给您送来。还需要什么吗？

B：不用了，谢谢。

A：不客气。

2. 点餐

（A：空乘　　B：游客　　C：领队）

场景 1

A：您好，先生。用餐时间到了。您能把托盘放下来吗？

B：好的。

A：我们有咖喱鸡饭和牛肉面，您要什么？

B：咖喱鸡饭。

A：好的。您要喝什么？我们有威士忌、白兰地、红酒、啤酒、果汁和矿泉水。



B：请给我一杯红酒。
A：好的。还需要什么吗？
B：能给我一杯咖啡吗？
A：过一会儿才有咖啡。
B：非常感谢。
A：不客气，祝您用餐愉快。

场景 2

A：女士们、先生们，用餐时间到了，我们有茶、咖啡和其他饮料。请将您面前的餐桌放下来。为了方便后面的乘客，请大家在用餐时将座椅靠背调正。谢谢。
C：女士们、先生们，该用餐了。请大家把托盘放下并将座椅靠背调正。
A：您好，您要鸡肉饭还是牛肉面？
C：鸡肉饭。
A：喝什么？啤酒、可乐、果汁还是矿泉水？
C：啤酒。
A：您的朋友在睡觉，您能为他点一份吗？
C：好的。请给他一份牛肉面，橙汁。
B：哇，睡得真香。该吃饭了？
C：是的。我给你点了牛肉面和橙汁，可以吧？
B：当然可以。你太好了。



第二部分　照顾生病的游客

1. 游客晕机

（A：客舱乘务员　　B：领队）

场景 1

A：我看到您的座位灯亮了。有什么需要吗？
B：是的。我是这个团的领队，有一个人感觉不舒服。
A：她怎么了？
B：好像是晕机了。
A：很抱歉。我能为您做点什么吗？
B：她可以在那两个空座上平躺吗？
A：当然可以。您需要枕头和毯子吗？
B：是。您有晕机药吗？
A：您需要帮她叫医生吗？

B：那太好了。谢谢。顺便问一下，能给她拿一杯热水吗？也许能让她舒服些。

A：当然。请稍等。

B：太感谢您了。

场景 2

A：您需要什么，先生？

B：您好，女士。我们有个团员要吐。能麻烦您给我们一些冰水吗？

A：当然可以，先生。但我觉得热水会对她好些。这会让她的胃舒服一些。

B：好的。

A：如果需要，在她面前的置物袋里有呕吐袋。

B：非常感谢。

A：不客气。我一会就拿水过来。

B：谢谢。

2. 游客感到冷

（A：客舱乘务员　　B：领队）

A：有什么需要帮助的吗？

B：是的，能给我们拿几条毯子吗？有些游客感到冷。

A：可以。我一会就给您拿几条。顺便问一下，您把头顶的气流关上了吗？

B：是的，关了，可还是冷。

A：我一会就拿毯子过来。

B：非常感谢。



第三部分　机上服务

1. 调换座位

场景 1

（A：游客　　B：领队）

A：打扰一下，领队。能帮我一个忙吗？

B：当然。您要我做什么？

A：我想坐靠窗的座位，这样我能看外面的美景了。这是我第一次坐飞机。

B：哦，是吗？

A：是的，我说的是实话。

B：好吧，看窗外有时候会吓到我。所以我可以坐在中间。

A：非常感谢，领队。

B：不客气，尽情享受吧。



场景 2

（A：领队　B：游客　C：客乘）

B：领队，我感觉很不舒服。我能不能坐到前面的座位上？

A：我试试看。我要联系一下客舱乘务员。（*按下呼叫按钮*）

C：需要什么帮助？

A：抱歉打扰您，但由于晕机，这位女士感觉很不舒服。她可以把座位调到前面去吗？

C：请稍等。前面没有空位了，所以我得找其他乘客帮忙。

A：非常感谢。

C：对了，让她拿着这个袋子，以防呕吐。

B：好的。

C：好了，女士。这位先生愿意和您换座位。希望您能感觉舒服些

B：非常感谢。

C：不客气。

2. 索要中文报纸

（A：领队　B：客乘）

A：请问，厕所在哪里？

B：在舱尾，先生。

A：知道了，谢谢。顺便问一下，有什么读物吗？

B：《纽约时报》和《华盛顿邮报》，可以吗？

A：对不起，我们团里有些游客不会英语。您们有中文报纸和杂志吗？

B：不是很多，只有《人民日报》。您要吗？

A：好的。谢谢您。

3. 婴儿特殊服务

（A：游客　B：服务员）

A：您有婴儿简易床吗？

B：对不起，夫人。您订票的时候没有告诉航空公司这个情况。我们只在需要时提供。

A：好吧，我有个婴儿座椅，您能帮我腾出一个座位固定它吗？

B：可以。您愿意坐到机舱末尾吗？那有两个空位。

A：谢谢。我先给他换尿布，能帮我一下吗？

B：好的，我来帮您。把湿尿布放到这个清洁袋里，给您这张热毛巾。

A：哦，太感谢了。

B：还需要什么吗？

A：是的，我很累，想睡一会，能给我一条毯子吗？

B：没问题。我一会就回来。

A：再次表示感谢。

4. 操作机上设施设备

（A：领队　B：空乘　C：游客）

A：对不起，女士。您能调一下气流吗？它直吹这位老人。
B：好的。您扭一下头顶的按钮就可以到任何方向，或者向右拧紧把它关掉。
A：阅读灯在哪里？我想看报纸。
B：在您右侧扶手上有个按钮。
A：这位女士好像不会调座椅。她想向后靠小睡一下。您能帮她一下吗？
B：扶手上有个按钮。按住按钮，同时向后靠。……好了。现在舒服了吧，夫人？
C：是的，谢谢。
B：还需要我做什么吗，夫人？
C：我觉得我的耳机不好使了。
B：我看一下。现在能听见吗？
C：可以了，但声音太大了。我怎么调小点声？
B：您可以调整音量，控制钮在这。
C：明白了。谢谢，女士。
A：哪个是电影频道？
B：5 频道。但起飞前您不能看。
A：谢谢。
B：不客气。



第四部分　抵达前

1. 索要入境卡和报关单

（A：客舱乘务员　B：领队）

场景 1

A：您需要什么，夫人？
B：能给我一些入境卡和报关单吗？
A：当然可以，夫人。我们会发给乘客填写。
B：我们团里有 25 名游客，所以给我 25 张卡和 25 张表格。我给他们填。
A：给您，请告诉您的游客不要再索要了。
B：我明白。谢谢，女士。
A：请在抵达前填完。如果还有什么不明白的，告诉我。
B：非常感谢。

场景 2

B：请问大约什么时候能抵达墨尔本国际机场？



A：晚上 9 点到，先生。
B：您知道办理入境手续要多长时间吗？
A：这要取决于其他抵达航班的客流量。
B：入境后我们需要做什么？
A：下一步是提取行李。
B：然后呢？
A：过海关。您在澳大利亚呆多久？
B：我有一个月的旅游签证，我可以呆那么长时间吗？
A：恐怕不可以。您的停留时间由入境官员决定。
B：谢谢。

2. 机上问询

（A：客舱乘务员　　B：领队）
A：有什么可以帮您的吗？
B：是的。我想知道北京和伦敦的时差。
A：北京时间要早于伦敦时间 8 个小时。
B：到英国我们是增加一天还是减少一天？
A：减少一天。所以我们是同一天到达的。
B：那么从北京到伦敦实际用多长时间呢？
A：大约 10 个小时。
B：能告诉我们到达的时间吗？
A：当然。大约晚上 8 点。我指的是当地时间。如果您还需要其他信息，在咨询台那有多种语言的指导手册。
B：有中文版的吗？
A：当然有。
B：太好了。伦敦现在的天气怎么样？
A：可能在下雨。气温大约在 27 摄氏度。请参阅屏幕上的飞行信息。
B：非常感谢。
A：不客气。旅途愉快。

第十单元　在酒店



第一部分　在酒店办理入住手续

1. 登记入住

场景 1

（A：前台接待　　B：领队）



A：晚上好，先生。您要入住吗？

B：我是中国国际旅行社的冯强。两周前我们公司在您这预订了 10 个标准间和 1 个单人间。

A：请稍等，冯先生。我查一下预订记录。中国国际旅行社……抱歉，这没有您们公司的预定信息。

B：您能再查一下南京为一个旅游团预定的周四的信息吗？

A：哦，是的。您们预定了 10 个标准间和 1 个单人间，从 5 月 1 日到 6 日。

B：是的。

A：请出示您们的护照，好吗？

B：给你。这是我们团队的护照和名单。

A：谢谢。请填写这张登记表。

B：好的。

A：您打算怎么结账，是现金还是用信用卡？

B：您们接受旅行支票吗？

A：当然，先生。这是您们的房卡。请确保随身携带。当您在餐厅和酒吧用餐签字时要出示此卡的。现在请跟行李员走，他会带您们进房间。

B：非常感谢。

场景 2

（A：前台接待　　B：领队　　C：地陪）

A：早上好，先生。您要住店吗？

C：早上好。我是联合旅行社的地陪，我叫大卫·布朗。我们公司 3 天前在贵酒店预定了房间。

A：请稍等，我看一下预定表。是的，我们为你们预留了两夜的 15 个双人间和 1 个单人间。

C：是的，但是现在有了变化。可以给我们 15 个双人间，2 个单人间吗？

A：我先看一看。可以，我们现在还有单人间。但是您要支付另一个单人间的房费。

B：我知道。房费是多少？

A：单人间每日的房费是 120 美元。您们要住两夜，是吗？

B：是的，所以我要付 240 美元，是吗？

A：是的。

B：给您。

A：谢谢。

B：那么问题解决了。谢谢，大卫。

C：不客气。

A：请出示您们的团队签证，好吗？

B：当然。给您。



A：谢谢。这是登记卡，请帮您的团员填写。
B：当然，谢谢。
A：不客气。这是您们旅游团的房卡。希望您们在我们酒店过得愉快。
B：谢谢。
C：都办理完了？
B：是的。我已经把房卡都分给团员了，这是给您的名单复印件。行李怎么办？
C：别担心。马上就送行李到您们的房间。
B：好，我告诉他们。

2. 交接行李

（A：行李员　　B：领队　　C：前台接待）
A：早上好，先生。欢迎光临本店。
B：早上好。能帮我把行李送到房间吗？
A：没问题。一共是 15 件行李，对吧？
B：是的。请把这 13 件行李送到房间，另外 2 件放在您们的行李房。
A：里面有贵重物品或易碎物品吗？
B：不，只是日常用品而已。
A：那好。我带您到前台。请这边走。我把行李放到那边的沙发旁。
B：好的，多谢。
A：等您们办完入住手续后，我带您们到房间。
B：好的。
C：早上好，先生。您是中国来的领队吗？
B：是的。我是中国康辉旅行社的李平。我们在贵店预定了 8 个房间。
C：请稍等，我查一下。是的，我们为贵团预留了 8 个双人间和一个单人间。
B：好的。
A：我能看一下贵团的签证并复印吗？
B：当然，给您。
A：谢谢，这是登记卡，能帮您的团员填写一下吗？
B：我来填。给您。
C：谢谢。这是您们团队的钥匙卡。行李员会把行李送到您们的房间的。
B：谢谢小姐。
A：李先生，您们的房间在 8 楼。请上这边的电梯。

3. 确定叫早与出行李的时间

（A：前台接待　　B：领队）
A：下午好，您要住店吗？
B：下午好。我是北京中国旅行社的领队李平。两天前，也就是 11 月 16 日，我在贵店预定了 20 个今天的双人间。但我们有了最新的变化，有一个五口之家要住连通房，你能帮我解决吗？

A：我看看。哦，很抱歉，先生。我们现在没有连通房了。套房可以吗？
B：房费是多少？
A：由于是家庭套房，房价和两个房间一样。
B：很好。我要了。
A：您的离店时间是明天早上 8 点。有什么变化吗？
B：是的。我可以把时间改为 9 点吗？
A：没问题，先生。所有人都退房吗？
B：不。我正要和您说这事。我们团队里有 40 人，但有一对夫妻不和我们一起走，他们还要再多呆两天。他们可以住原来的房间吗？
A：他们的房间号是多少？
B：610。
A：哦，我来查一下。可以的。
B：很好。
A：那么您们是今天住一宿，明天早上 9 点退房？
B：是的。您能安排一个明天早上 7 点的叫醒服务吗？
A：当然可以。明天早上 7 点叫早，8 点半出行李，可以吗？
B：好的。
A：请填一下登记单。谢谢。
B：不客气，给您。
A：先生，请在这里签名。好，这是房卡。还有问题吗？
B：目前没有了。非常感谢。
A：不客气，希望您们在这住得愉快。



第二部分　店内服务

1. 加床和补充日用品

场景 1

（A：前台接待　　B：领队）
A：晚上好，您要住宿吗？
B：晚上好，我是吉林海外旅行社的领队，我叫方婷。澳大利亚邦德旅行社在贵店为我们预定了房间。
A：请稍等，我查一下。是的，你们定了 12 间双人房，4 间单人房，对吗？
B：是的。但现在房间数有了变化。王先生和王夫人把他们的儿子带来了。因此我们还需要一间单人房。
A：抱歉，小姐。我们目前没有空房了。可以在王先生夫妇的房间里给他们的儿子加一张床吗？这样也方便照顾他。



B：好主意。加床要多少钱？
A：每宿 25 美元。
B：好的。给你 25 美元。您想得真周到，谢谢。
A：不客气，希望您们在这住得开心。

场景 2

（A：服务员　　B：领队　　C：游客）
A：客房部，请问需要什么帮助吗？
B：是的，我是中国青年旅行社的领队。您能给 1208 房间拿几条毛巾吗？那里的毛巾太潮了。
A：对此我很抱歉。我马上送干毛巾过去。
B：还有一件事。肥皂和沐浴液用完了，枕巾也脏了。那个房间的女士希望能换一下。
A：真的不好意思。我们的服务人员马上就去看一下。
B：谢谢，女士。
A：很抱歉给您带来诸多不便。
（几分钟后）
A：客房服务，我能进来吗？
C：请进。
A：夫人，您叫了服务是吗？
C：是的。这些枕巾脏了，我想换一下。
A：我马上就给您换。这是您要的肥皂和沐浴液，我把它们放在卫生间了。
C：谢谢。对了，昨天晚上隔壁房间的人太吵了，我几乎整宿都没睡好觉。
A：真抱歉，我马上去看一下。
C：好的，别忘了。
A：我会亲自去处理的。晚安。

2. 洗衣服务

场景 1

（A：楼层服务员　　B：游客）
A：客房部，您需要什么帮助？
B：我有几件衣服要洗。
A：请填写一下洗衣单，好吗？洗衣袋和洗衣单在书桌的抽屉里。
B：能派人来取一下吗？
A：好的，夫人。请稍等，把您要洗的衣服放在洗衣袋里就可以了。
（几分钟后）
A：客房服务，我可以进来吗？



B：请进。
A：早上好，夫人。我来取您要洗的衣服。
B：我什么时候可以取回？
A：通常情况下一天内。如果您上午 10 点前送过来，晚上就能取回了。
B：多少钱？
A：价格都在洗衣单上。如果您需要快洗服务，我们将在 4 个小时内送回衣物，但要加收 50%的费用。
B：我知道了。谢谢。

场景 2

（A：楼层服务员　　B：游客）
A：晚上好，先生。您叫了服务是吗？
B：是的。您今天可以帮我把衣服洗出来吗？
A：今天恐怕洗不出来。明天下午 6 点能洗出来。
B：哦，那太糟糕了。我明天早上就走了。
A：我们有 4 小时服务，可以在 4 个小时内洗出来，但要加收 50%的费用。
B：那没问题。
A：请填一下这张洗衣单，然后把单子和衣服都放到洗衣袋里。
B：这件外套上有一个污渍，我希望干洗前能把它处理掉。
A：什么样的污渍，先生？
B：我溅了一点咖啡在上面。
A：我们会尽力祛除的，但我们不能保证能祛掉。
B：好吧。
A：还有什么需要吗？
B：现在没有了。谢谢。
A：不客气。

3. 客房服务

（A：客房服务领班　　B：游客）
A：客房服务，您需要什么？
B：我想明天早上在房间用餐，您能送来吗？我在 1215 房间。
A：当然可以。您想吃什么？
B：我想吃美式早餐。
A：您想喝什么果汁？
B：西瓜汁。
A：您要香肠、熏肉还是火腿？
B：熏肉。
A：您想吃什么样的鸡蛋，煎的还是煮的？



B：两个单面煎鸡蛋。
A：好的。那么您点的是西瓜汁、熏肉和单面煎鸡蛋。
B：是的。顺便问一下，您们还有其他客房服务吗？
A：是的。要吃早餐的话您可以看一下门把手上的内容，标注时间，睡觉前把它挂在门外。
B：我吃完后怎么处理盘子呢？
A：放在门外就可以了。服务员会去收的。
B：明白了。谢谢。

4. 维修服务

（A：维修服务人员　　B：领队）
A：客房服务，请问您需要什么帮助？
B：1215 房间出现一些问题，您能派人过去处理一下吗？
A：您能说一下都有什么问题吗？
B：首先，空调坏了，房间里现在非常热。其次，水龙头也坏了，水流不止。厕纸和肥皂也没有了。
A：对此很抱歉。别着急，我马上派维修人员过去。
B：他来的时候，让他再带一个新灯泡过来，一个床头灯刚刚灭了。
A：太糟糕了。先生，您要换一个房间吗？
B：不用，我喜欢这个房间，这里可以看到美景。
A：没问题。请稍等，马上会有人过去的。



第三部分　酒店咨询

1. 关于电话服务

（A：前台接待　　B：领队）
A：总服务台，请问有什么能帮您？
B：我想往地接的房间里打电话，该怎么办？
A：他的房间号是多少？
B：521。
A：请先拨 80 然后加他的房间号。
B：知道了。我要是拨打本市电话怎么办？
A：先拨外线 9，后面拨区号，然后拨您要打的电话号码。
B：您们国家的区号是多少？
A：书桌的抽屉里有电话簿，您可以参考。
B：还有个问题，我怎么打电话回中国？
A：那您就要先在前台交押金了，我们会为您接通国际电话。

B：明白了。谢谢。
A：不客气，有事再给我打电话。

2. 关于酒店设施和服务

（A：门童　　B：领队）
A：把您的钥匙卡给我，我为您开门。夫人，请进。我把行李放哪？
B：放在桌子下面就可以了。谢谢。
A：我把窗帘拉开好吗？
B：好啊。看起来不错，但我怎么感觉很冷？
A：哦，空调没开。你可以开空调，控制板在墙上灯的开关旁边。您可以把温度调到您喜欢的度数。
B：我想看电视，遥控器怎么用？
A：先按“开关”按钮，然后选择您要的频道。
B：要付费吗？
A：不，收看一般节目是不收费的。
B：我要想喝热水怎么办？
A：这里有一个电水壶，您可以用它烧水。
B：太好了。现在餐馆还营业吗？我有点饿了。
A：很抱歉。餐馆的营业时间是从早上 7 点到晚上 9 点。您可以叫客房服务的，他们的服务时间到午夜，或者您可以去咖啡厅，那里昼夜营业。
B：好。请给我送一份牛排和一瓶红酒到按摩室，我很累，我想我可以到那里休息一会。
A：好的，夫人。还需要什么吗？
B：目前没有了。这是给你的小费。
A：谢谢，夫人。

3. 关于市内观光

（A：咨询台服务员　　B：领队）
A：这里是咨询台，我能帮助您吗？
B：是的。有些游客想让我在自由活动日带他们去市里逛逛。能告诉我附近都有什么好玩的地方吗？
A：当然。这附近有个现代艺术博物馆。多数游客都喜欢去那里。
B：离这远吗？
A：不太远。步行大约需要半个小时。
B：往哪个方向？
A：顺着这条路走，在第三个红绿灯右转，您就能看见了。
B：明天下午我们想去迪士尼乐园，你知道门票多少钱吗？
A：成年人每人 10 美元，儿童 5 美元。10 人以上的团队可以打八折。



B：坐公交要多久？

A：坐 11 路大约 40 分钟。公交站点就在宾馆的外面。

B：在附近能买到纪念品吗？

A：可以，先生。宾馆对面有一个工艺品市场。相信在那你们能买到中意的纪念品。

B：商品的价格和质量怎么样？

A：价格合理，质量又好。

B：非常感谢你提供的信息。

A：不客气。



第四部分　结账离店

1. 再次确认回程机票

场景 1

（A：机场服务员　B：领队）

A：这里是美国联合航空公司，请问您需要什么帮助？

B：我想确认一下我们的航班情况。

A：请告诉我您的名字和航班号。

B：我叫张强，中国青年旅行社的领队。我们的航班号是 UA312，华盛顿到北京。

A：日期是什么？

B：8 月 12 日。

A：好的，我查到了。能告诉我其他乘客的名字和护照号吗？

B：当然。林立，护照号是 L3821032，李刚，护照号是 M3421687。

A：谢谢。你们的航班已确认，起飞时间是上午 11:15。

B：我们什么时候可以办理登机手续？

A：上午 9:45。您应该至少在起飞前一个小时到达机场。

B：我们必须要提前一小时办理登机手续吗？

A：是的，先生。

B：明白了，非常感谢。

A：不客气。

场景 2

（A：领队　　B：机场服务员）

A：你好，是法国航空公司吗？

B：是的，你需要什么帮助？

A：我是上海康辉旅行社的领队丁磊。我想更改航班。

B：好的，请告诉我您的航班号，好吗？

A：当然。维也纳到上海的 OS123 航班。
B：哪天的？
A：10 月 24 日。
B：知道了。您想更改到什么时候？
A：10 月 23 日晚有航班吗？
B：抱歉，座位已满。10 月 23 日下午的航班怎么样？
A：也可以。能给我 3 个靠窗户的位置吗？
B：哦，我们现在只有两个靠窗的位置了，可以吗？
A：可以。
B：请告诉我其他乘客的姓名和护照号。
A：庄艳华，护照号是 F3452378，钟燕，护照号是 G6739827。
B：谢谢。起飞时间是下午 3 点半。
A：知道了。如果有什么变化，请打我电话 715-3584-3894。
B：好的，先生。

2. 确认早餐和出发时间

（A：领队　　B：地陪）
A：大卫，时间过得真快啊！我们明天上午就要走了。我想和你商量一下出发安排。
B：好啊。您确认回北京的机票了吗？
A：是的，我已确认过了。我们将乘坐 7 月 18 日的航班，起飞时间是上午 10 点。
B：我们必须在起飞前一个半小时到达机场。这样的话我们才有充足的时间办理出境手续和过海关。
A：是，你说得对。从酒店到机场要多久？
B：如果交通堵塞的话，大约需要 40 分钟。
A：那我们最好早上 7 点半就出发。
B：是的。早餐安排在 7 点怎么样？
A：好。请通知酒店前台给我们准备自助早餐。
B：好的。我定 6 点半的叫早服务。请告诉全团人员早餐后在旅游车集合。
A：没问题。那就是 6 点半起床，7 点吃早餐，7 点半出发，对吧？
B：是的。感谢您的合作，任先生。
A：不客气。我们都很感激您的服务。您使我们此行愉快而有意义。
B：我很高兴您们在这像在家里一样自在。

3. 要求叫早服务

（A：前台服务员　　B：领队）
A：总服务台，需要什么帮助？
B：我需要明天早上的叫早服务。

A：您希望我们什么时候叫醒您？

B：6 点半。

A：能告诉我您们的房间号吗？

B：当然。1801 到 1806 和 1506，一共 7 个房间。

A：知道了。1801 到 1806 和 1506，早上 6 点半叫醒服务。

B：是的，谢谢。

A：不客气。

4. 结账离店

（A：前台收银员　　B：领队）

A：早上好，需要什么帮助？

B：我们团队要结账退房。

A：请告诉我您们姓名和房间号。

B：我叫王城，1203 到 1207 的 5 个房间。

A：好的，您是 3 天前也就是 1 月 3 日入住的，对吗？

B：是的。

A：请稍等。我给您结账。总费用是 860 美元。您要看一下吗？哦，还有一件事，1203 房间的一个茶杯打碎了，需要赔偿 2 美元。

B：好的。我会告诉那人付钱的，请等一下。

A：谢谢。请在这签字好吗？

B：好的，给您。

A：谢谢，王先生。这是发票。欢迎您再次光临。

B：谢谢。

第十一单元　配合地陪工作



第一部分　与地陪碰面

1. 联络地陪

（A：地陪　　B：领队）

B：女士们，先生们，咱们现在去行李提取处取行李，然后过海关。

A：请问，您是北京来的丁先生吗？

B：是的，我是中国青年旅行社北京分社的丁辉。您是……？

A：哦，我叫丽丽，联合旅行社的地陪。欢迎来到澳大利亚。

B：见到您很高兴，丽丽。感谢您能来接我们。

A：见到您我也很高兴，丁先生。这一路怎么样？



B：很好，我们一路都很开心。

A：您们是 30 人的团队，是吧？

B：很抱歉，现在有了最新的变化。有一对夫妻由于出现紧急情况没有来。所以现在我们团里有 28 人。很抱歉给您添麻烦了。

A：没关系。希望您们在这玩得开心。大家都到齐了吧？

B：不，还有几个人在过海关。他们有些东西要报关，一会就来。

A：不着急，我们还有时间。

B：谢谢。

2. 移交行李

（A：领队　　B：地陪　　C：游客）

A：女士们，先生们，这是我们的地陪，布朗先生。布朗先生，这些就是我们的团员了，大家都到齐了。

B：很高兴见到您们。欢迎来到澳大利亚。

C：我们也很高兴见到您。

B：林小姐，您们一共有多少件行李？

A：一共有 25 件。

B：知道了，咱们现在清点一下，然后转交给行李员。

A：好的。

B：既然大家都到齐了，我们就出发吧，旅游车已经等在外面了。

A：好的。

B：林小姐，我在君悦酒店为您们订了房间。您们的行李将被送到您们房间的。

A：太好了。顺便问一下，我们需要多长时间到酒店？

B：大约 40 分钟。

A：知道了。（*对游客说*）大家注意了，现在请跟布朗先生上车。

3. 地陪漏接

（A：领队　　B：地陪）

A：（给联合旅行社打电话）您好，是联合旅行社吗？我叫丁磊，我是中国北京康辉旅行社的领队。我们到机场已经等了半个多小时了，可是没有人来接我们。能告诉我地接的名字和电话号码吗？……我们自己去酒店？好吧，但车费谁来付呢？……好的，……谢谢。再见。

（*地陪匆匆赶来*）

B：请问，您们是北京来的吗？哪位是领队？

A：我是。我叫丁磊。您是联合旅行社的地陪吗？

B：是的，我叫简 · 布莱克。很高兴见到您，丁先生。

A：我也很高兴，布莱克小姐。



B：很抱歉我来晚了。在来机场的路上，我们被堵住了，因为机场高速公路上发生一场交通事故。对此我真的感到很抱歉。

A：没关系。

B：您们有多少件行李?

A：一共 22 件。

B：请大家把行李放车上吧。我会让行李员照顾它们的。大家都到齐了吧?我们的旅行车就等在机场外面呢。

A：我来看一下。是的，所有人都在这了。

B：那我们现在可以走了吗?

A：可以。你先走，我断后。



第二部分　与地陪沟通

1. 沟通游客情况

（A：领队　　B：地陪）

A：您好，约翰，很高兴在巴黎再次见到您。

B：我也很高兴能再见到您，丁先生。我相信我们一定会相处愉快的。

A：是的，我想一定会的。

B：那么，为了使此次旅行顺利进行，您能告诉我一些团队的情况吗?团员们都喜欢什么，不喜欢什么?对此我深表感谢。

A：当然可以。我正想和您说这事呢。

B：我发现多数团员都是年轻人，他们都是做什么工作的?

A：我们团共 10 人。正如您看到的，年轻人有 8 个，只有一对老夫妻，他们是退休的教师。8 个年轻人中，有 4 名工程师，2 名医生，2 名律师。所有人都是受过高等教育的。

B：他们在饮食上有什么特殊要求吗?

A：是的。那对老妇妻是素食者，他们只吃蔬菜。而那些年轻人却想吃西餐。

B：好，我记下了。那他们喜欢什么，不喜欢什么?

A：大多数人都不希望匆匆游览，所以最好每天只安排 3 到 4 个景点，让他们玩得尽兴。

B：没问题。游览过程中我可以带他们进商店吗?

A：可以。有两位女士想买些化妆品和香水，而男士们想买几瓶酒。您能带他们去一两个质量好，价格又合理的商店吗?

B：没问题。我会让他们满意的。还有其他要求吗?

A：没有了。

B：我会记住的。有了您的这些信息，我就知道在旅游过程中可能会出现哪些问题了。非常感谢，希望我们合作愉快。

A：希望如此。

2. 商谈旅游行程安排

（A：领队　　B：地陪）

A：看来一切都很顺利。我们来商讨一下行程安排，好吗？

B：当然可以。关于游览内容您们有什么特殊想法吗？

A：我想您比我更了解维也纳和奥地利。我们在维也纳只有两天的时间。在这么短的时间里，像维也纳这样一个历史悠久而又拥有很多名胜古迹的城市，我们能都游览个遍吗？时间远远不够的。

B：别担心。我保证会充分利用时间，让您们尽可能多游览几个地方。

A：谢谢您，您考虑得太周到了。

B：在您们到达之前我草拟了一个维也纳行程安排，您看一下？

A：好的。您不觉得安排参观一次金色大厅更好些吗？

B：是的，这个音乐大厅值得参观。但就我所知，这周没有演唱会。

A：中国人都知道金色大厅，因为维也纳新年音乐会在此举行。我们就是想看看它是什么样子。

B：那好吧，明天上午我们参观完维也纳古城后去看一看金色大厅。但我们就得取消计划内的米歇尔广场的参观了。

A：可以。明天的午餐我们不吃中餐而是当地的地方菜，可以吗？

B：好，没问题。我知道一家不错的餐厅，我们参观完美泉宫后就去那里用午餐。

A：太好了。

B：还有什么变化吗？

A：不，没有了。我对行程安排很满意。一切似乎都准备就绪了。

B：您真是一个经验丰富的领队。好吧，那么我们就明天早上 8:30 在酒店大堂见面吧。希望您们在维也纳玩得开心。

A：谢谢。明天见。



第三部分　处理突发事件

1. 寻找走失游客

（A：地陪　　B：领队　　C：年轻游客　　D：走失游客）

A：国家公园的参观到此就结束了。刘先生，咱们可以回酒店了吧？

B：我想是的。

A：现在大家都上车了吧？

C：恐怕没有。坐在我前面的黄先生没有在车上。

A：他可能被落在公园里了，因为公园有两个出口。您和其他游客留在这里，我去另一个出口，好吗？如果他回来了，给我打电话。



B：好的，保持联系。
（*过了一会儿*）
A：谢天谢地，我终于找到您了。我们在到处找您。
D：非常抱歉。这里的景色太美了，我陶醉其中没有跟上团队。有人告诉我从这边可以出去，但也许我走错了路就来到这个出口了。
A：都是我不好，没有照顾到您。很抱歉。
D：不。您一直对大家都很细心的。
A：不用客气，咱们走吧。他们都很担心您呢。

2. 陪游客看医生

（A：医生　　B：领队）
A：下午好，您哪里不舒服？
B：下午好，医生。我的一个游客感觉不舒服。
A：他有什么症状？
B：他感到冷，还嗓子痛。
A：多长时间了？
B：从昨天开始就这样。
A：他量体温了吗？
B：没有。他没有体温计。
A：好吧，我们现在就测量一下。让他张开嘴。
B：好的。他发烧了吗？
A：我想是的。他的温度有点高。
B：那该怎么办？吃药还是打针？
A：吃点药就可以了。我想他得了流行感冒。我给他开个药方，您拿去药店，他们会给您他需要吃的药。
B：谢谢医生。他还需要回来复查吗？
A：那要看他用过药后怎么样了。
B：他还能跟我们继续游览吗？
A：他最好还是卧床休息几天。
B：知道了。非常感谢。

3. 食物中毒

（A：领队　　B：地陪　　C：医生）
A：史密斯先生，我们有几个游客感觉不舒服。
B：他们怎么了？
A：在当地饭馆吃晚饭回来后，他们就开始出汗，发冷，腹痛。
B：可能他们是食物中毒了，因为今天晚上他们吃了很多海鲜。
A：那怎么办？



B：首先，我们要帮助中毒的游客呕吐，让他们大量饮水，加速排泄，缓解毒性。

A：好的，请马上叫一辆救护车。我们应该送他们去最近的医院救治。

B：好的，我马上就叫，并且向我们公司汇报这件事情。

（*在医院*）

C：他们怎么了？

A：我们是中国来的旅游团。部分游客感觉发冷，肚子痛得厉害。

C：他们吐了吗？

A：是的，部分人吐了。

C：今天晚上他们吃什么了？

B：他们吃了些生龙虾和牡蛎。

C：他们需要先做个检查。

B：好的，走吧。

（*过了一会儿*）

B：医生，这是检查结果。

C：他们食物中毒了。他们吃的海鲜不干净。

A：史密斯先生，我们要对饭店进行投诉并要求赔偿。

B：当然。医生，能给我们开食物中毒的诊断书吗？有了诊断书我们才能投诉饭店。

C：当然可以。先让我给病人打针，然后我给你们处方。按处方要求，让他们每日服药3次，并大量饮水。休息两三天后，他们就会恢复了。

B：谢谢医生。

4. 遗失护照

（A：领队　B：地陪　C：游客）

A：弗兰克，马先生遇到麻烦了，他的护照丢了。

B：太糟糕了。

C：我记得把它放在我衣服兜里了。但是不见了。

B：您检查钱包或其他地方了吗？

C：我都找过了，但是没有。

B：这样的话，您就要先去旅行社和公安局开丢失证明，然后带着证明去中国大使馆重新办理一个了。

C：那我的签证怎么办呢？

B：别担心。您们有旅游签证。等你办完护照，当地公安局会给您再办理一个签证的。

C：弗兰克，您会帮我的，是吗？

B：当然。我会陪您办理所有这些手续的。

C：您可帮我大忙了。非常感谢。

B：不客气。咱们先继续游览吧。